

# **REZSTREAM PROFESSIONAL USER'S MANUAL**

*May 15, 2011*

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## ABOUT THIS MANUAL

This RezStream Professional User's Manual is provided as a reference tool for successfully installing, configuring, and using the RezStream Professional property management system. This manual describes the following functions.

1. Downloading & Installing RezStream Professional
2. Launching RezStream Professional
3. Using the RezStream Professional Configuration Utility
4. Defining Taxes
5. Defining Rates
6. Defining Unit Groups, Amenities, and Units
7. Designing Letters
8. Completing Optional Configuration Steps
9. Installation Tips and Troubleshooting
10. Downloading Updates
11. Logging On
12. Reservations
13. Front Desk
14. Night Audit
15. Housekeeping
16. Printing Letters
17. Online Availability and Internet Reservations
18. Credit Card Processing
19. Keyboard Shortcuts

Within each main section are sub-sections that describe specific functions within RezStream Professional.

## CONTACT US

**RezStream Help Desk: (800) 799-9735**

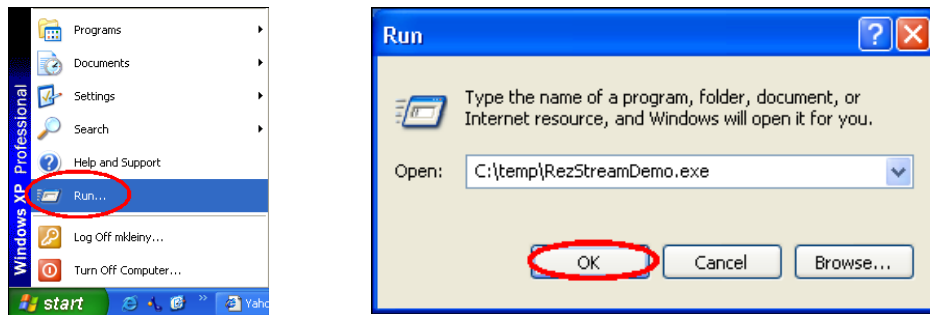
Support Hours: 8:00AM to 5:00PM, Monday through Friday, MST. After hours support, weekend support, and holiday support is available for a \$75 per incident charge.

## DOWNLOAD & INSTALL REZSTREAM PROFESSIONAL

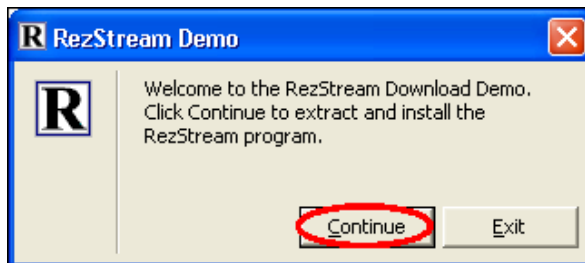
Click the following link for downloading a copy of RezStream Professional.

<http://www.rezstream.com/reservation-software/download-free-trial/>

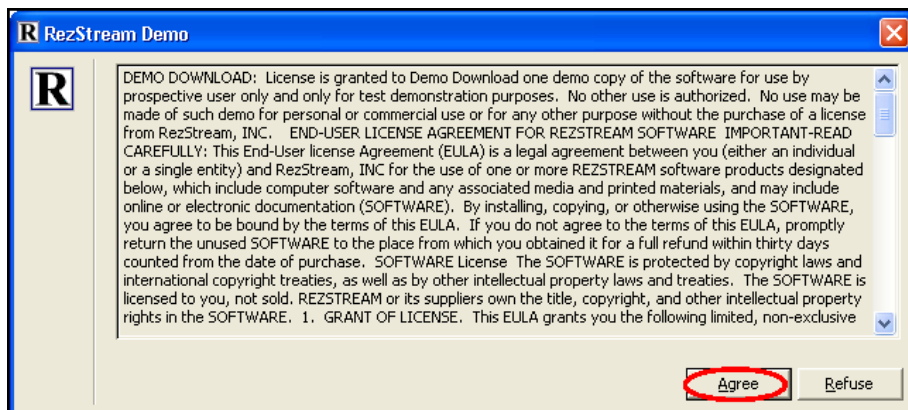
1. After completing the form on the page listed above you will be sent an email with a link for downloading the software. Click the link and save the file, RezStreamDemo.exe, and make note of where you save it on your computer. Once the file is downloaded, click Start > Run and browse to the location where you saved the downloaded file. In the example below, the file was saved to the C:\temp folder. Click the OK button.



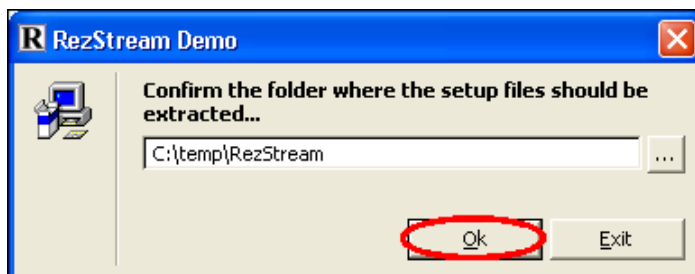
2. At the RezStream Demo screen, click the Continue button.



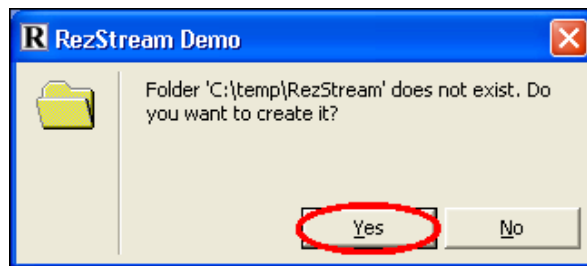
3. Next, click the Agree button to accept the End User License Agreement for RezStream Software.



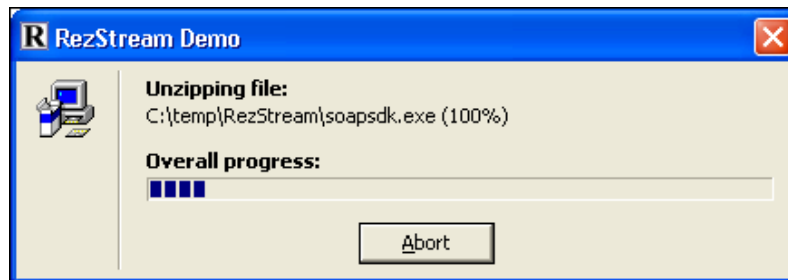
4. After accepting the End User License Agreement, specify a folder where the RezStream Professional installation files will be extracted (copied) to and click the OK button. In the example below, the RezStream Professional installation files are being extracted to a folder labeled C:\temp\RezStream. Click the OK button to continue.



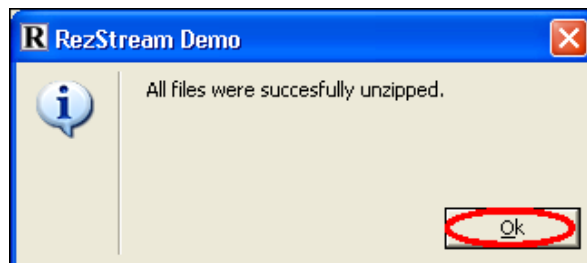
5. If the folder specified in step #4 does NOT exist, clicking the Yes button at the following prompt will create the folder for you.



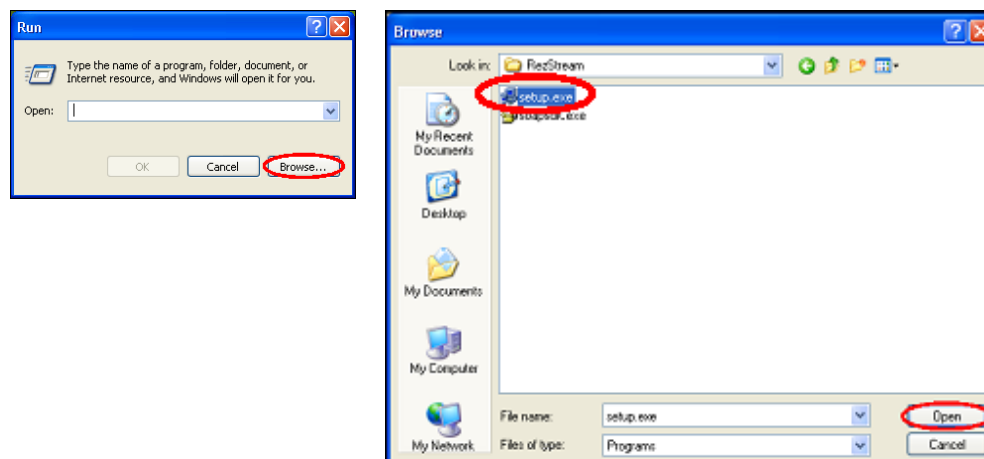
6. Installation files are then extracted to this specified folder.



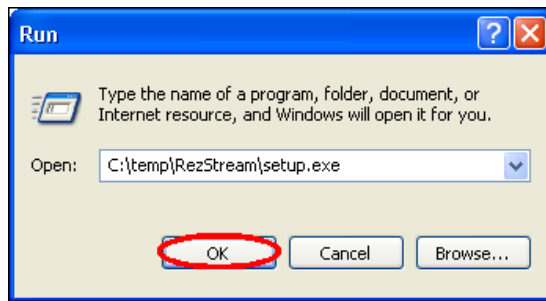
7. Once all files are extracted, a message is displayed confirming that the process of extracting the installation files to the specified folder was successful. Click the OK button.



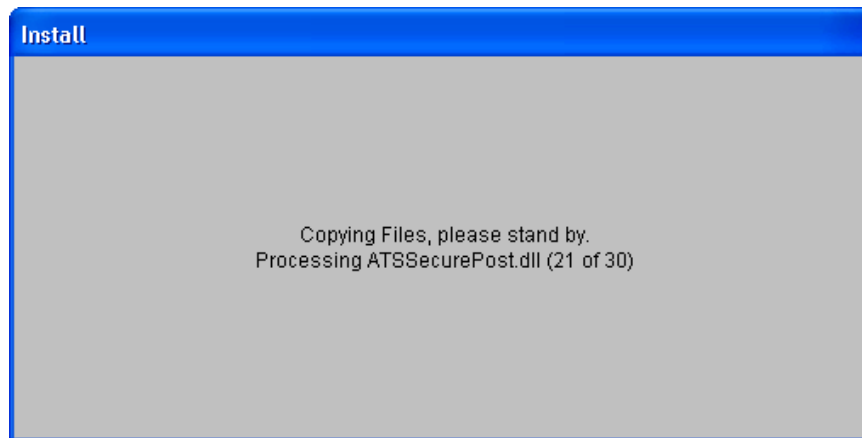
8. Click Start > Run and then click the Browse button to locate the Setup.exe file unzipped in step #4. In this example, the installation files, including setup.exe, were extracted to the C:\temp\RezStream folder. Highlight setup.exe and click the Open button.



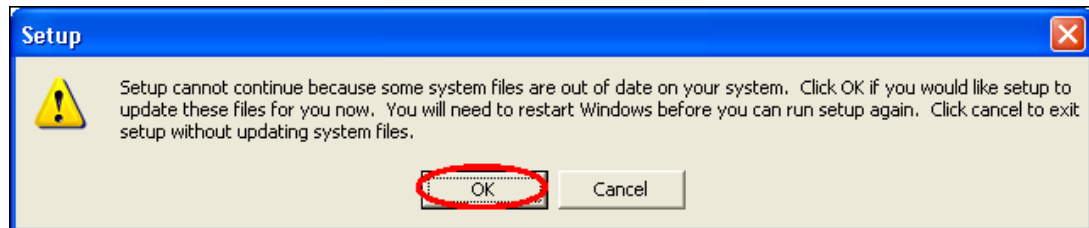
Click OK to launch the RezStream Professional Setup Program.



9. After launching the Setup Program, files are copied.

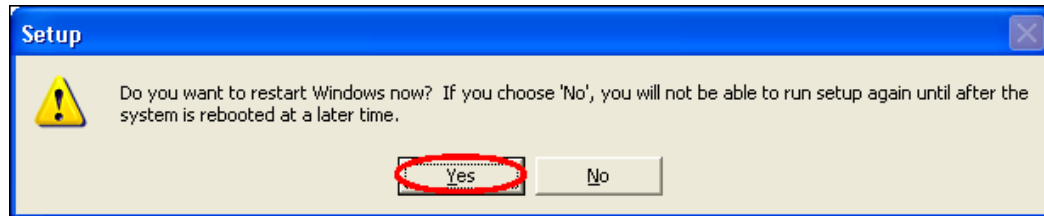


10. If the Setup Program determines that certain Windows operating system files are out of date, the following message is displayed. If this message is displayed, click OK to continue.

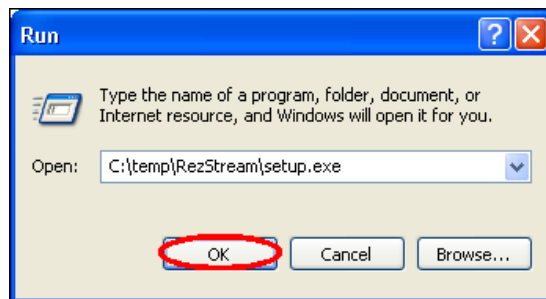


***If the above message is NOT displayed, continue to step 13.***

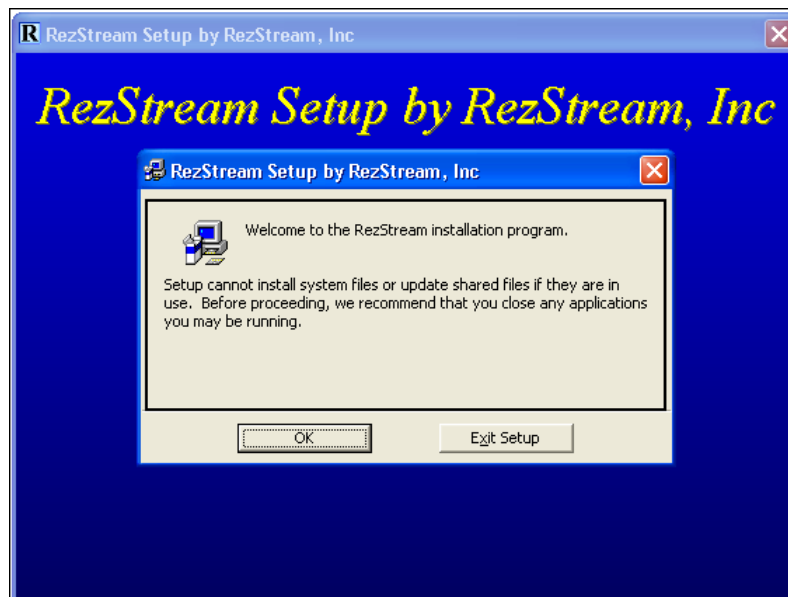
11. Once the required files are copied, the Setup Program prompts for restarting Windows. Save your work in any open applications and click Yes to continue. Your computer will be automatically restarted.



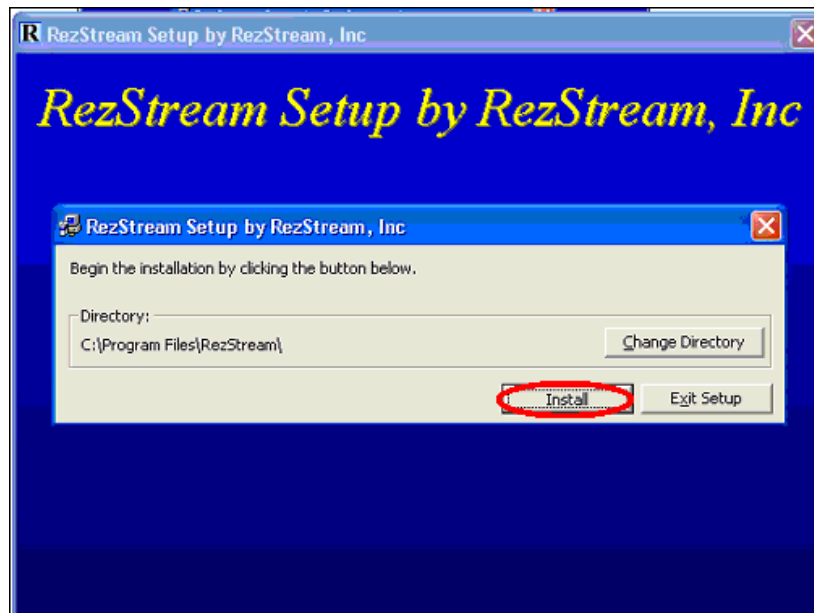
12. After completing the reboot, click Start > Run to launch the RezStream Setup program. Windows normally remembers the last command run from the Start menu. However, you may have to browse to the Setup.exe file using the steps outlined in #8 above.



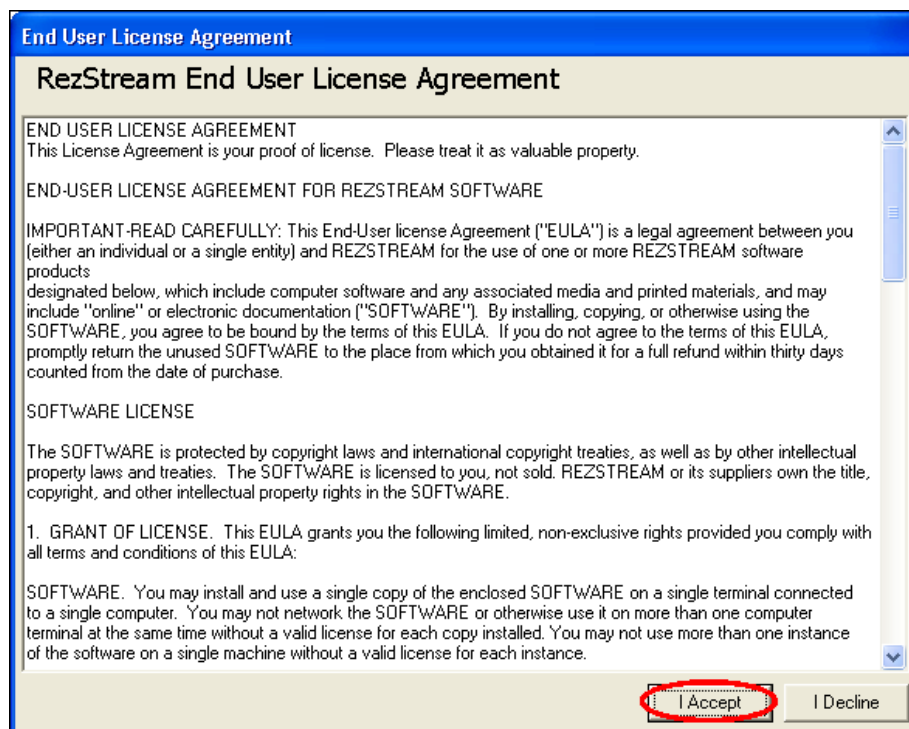
13. At the RezStream Setup screen, click the OK button.



14. Click the Install button to begin the installation.

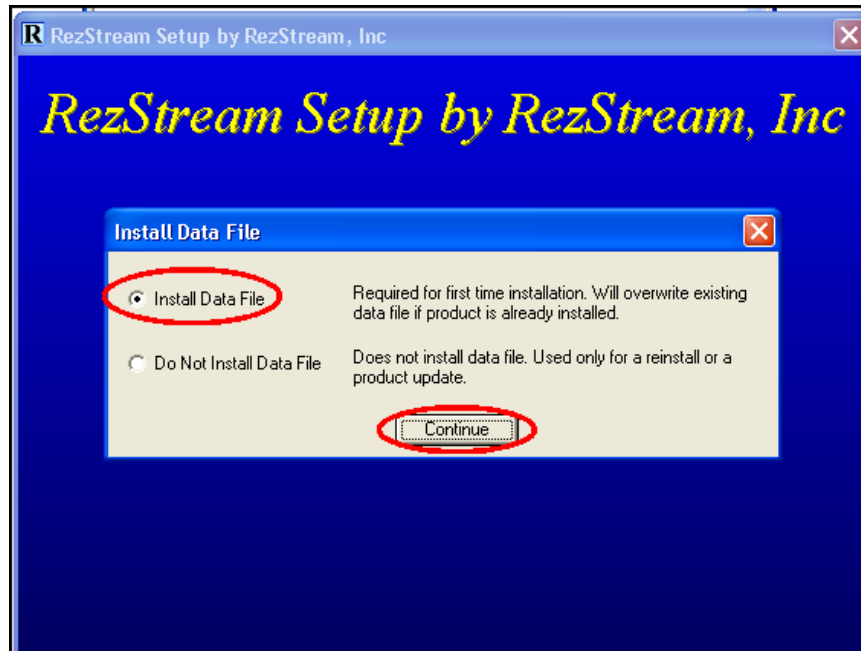


15. After reading the RezStream End User License Agreement, click the "I Accept" button.

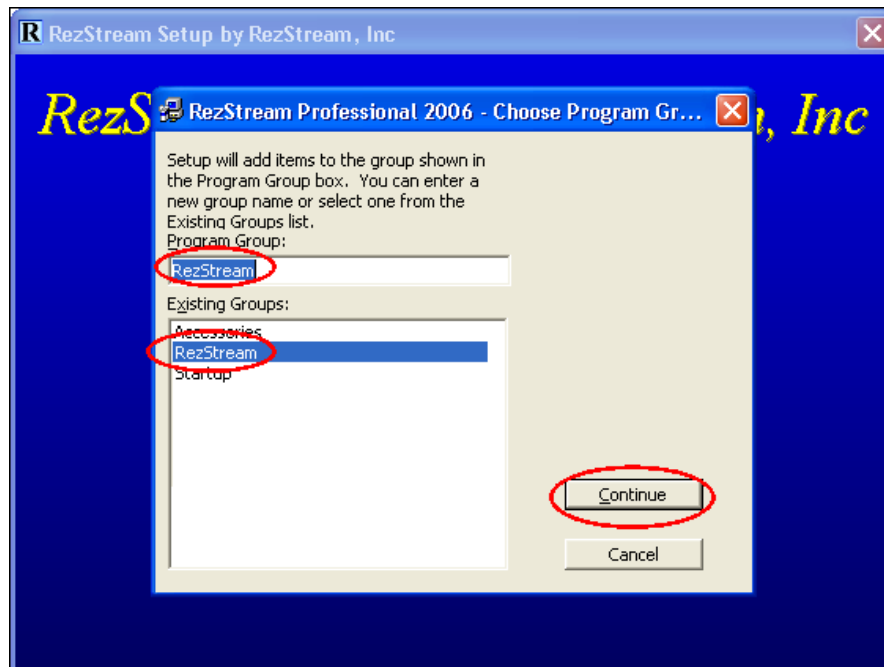




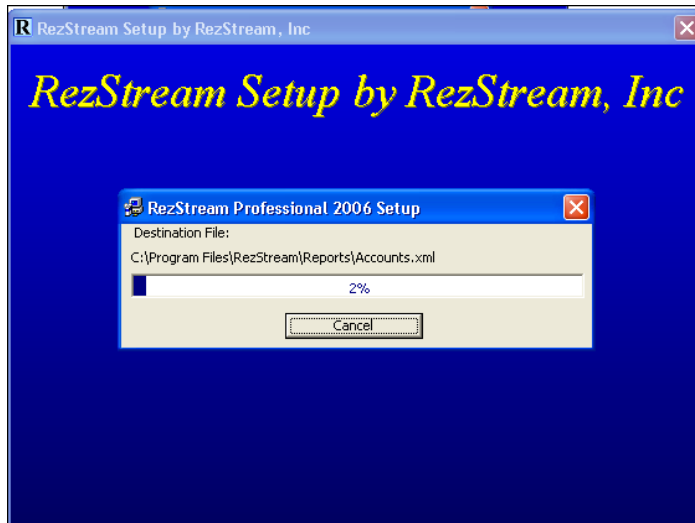
16. For new installations, select the radio button for "Install Data File" and click the Continue button. The second option, "Do Not Install Data File," is only used for properties updating or maintaining their RezStream Professional installation.



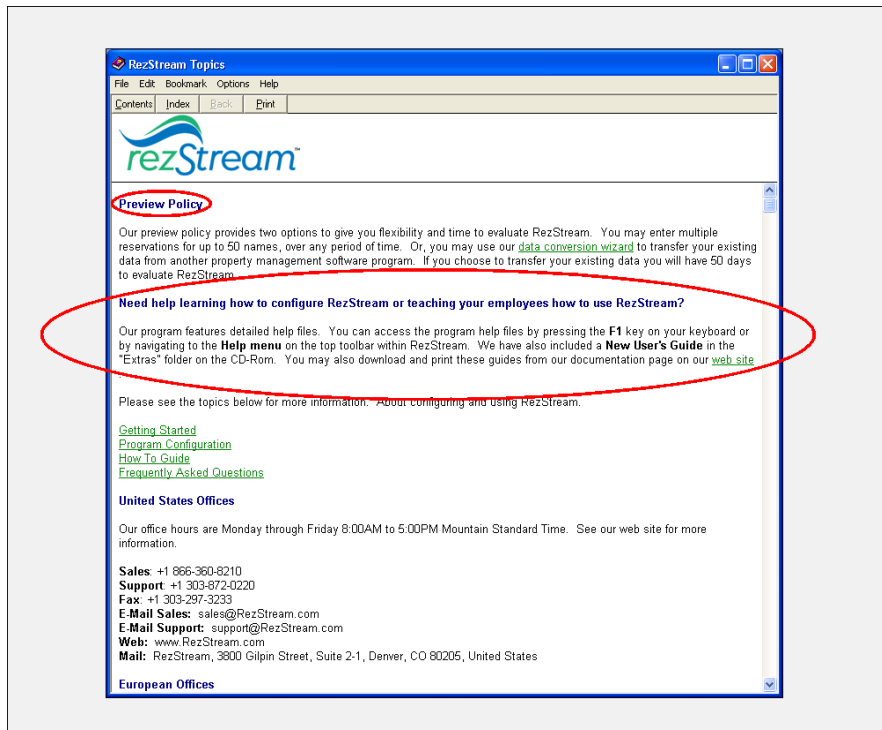
17. Specify a Windows Program Group. The default Program Group is RezStream. Click the Continue button.



18. The installation program begins copying files to the specified RezStream folder.

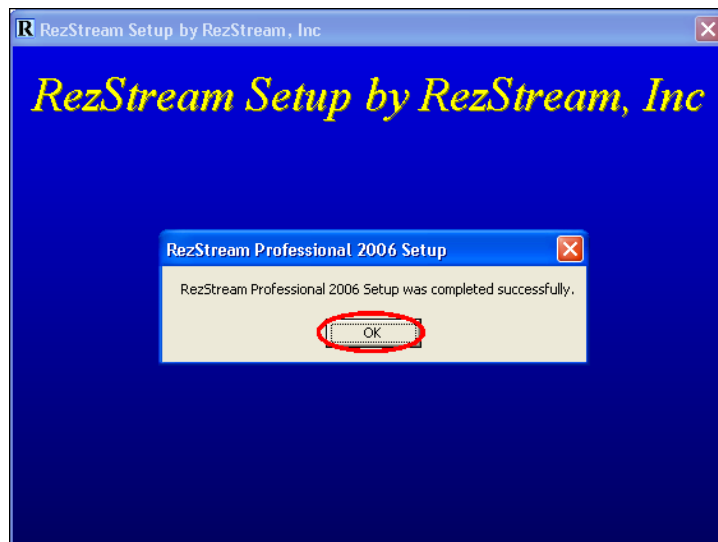


Once the installation program finishes updating your system, the RezStream online Help File is launched in a new window. Review the RezStream Preview Policy as well as the listed resources that can assist you in beginning to use RezStream Professional.

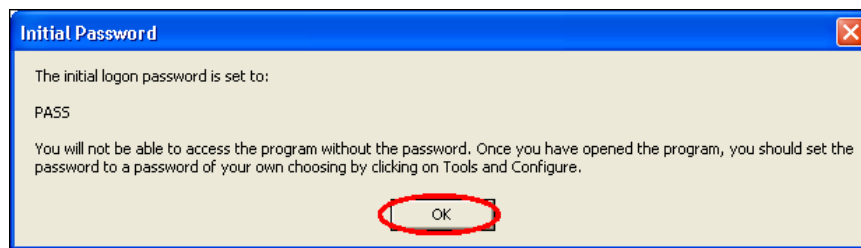


**After reviewing the RezStream Preview Policy, close the online Help File by clicking the red “X” in the window’s upper right-hand corner.**

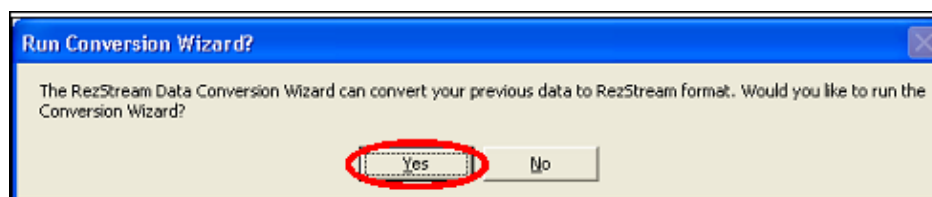
19. The Setup program has now completed installing the files that are required for running RezStream Professional. The following message displays. Click the OK button.



20. Note that the initial system logon password is set to "PASS." Logon passwords are not case sensitive. Click OK to continue.



21. If you are converting from an existing property management system, the RezStream Data Conversion Wizard can move existing data into RezStream Professional format. Click the Yes button to launch the RezStream Data Conversion Wizard.

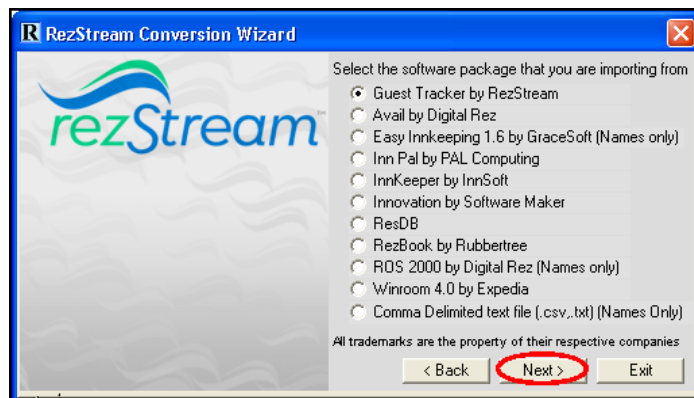


***If you are NOT converting data, click the No button. The RezStream Professional installation is now complete.***

22. Clicking the Yes button displays the RezStream Conversion Wizard. Click Next to continue and convert data into the RezStream Professional format.



A list of supported conversion formats is displayed. Choose the radio button next to the software package that you are importing your data from. Click the Next button. Follow the on-screen instructions in the RezStream Conversion Wizard to complete the data import. For additional information on converting data, please contact RezStream support at 303-872-0220.



## LAUNCHING REZSTREAM PROFESSIONAL

After completing the installation steps listed above, click Start > RezStream to launch RezStream Professional.



At the User Sign On window, enter the default Administrator password, PASS.



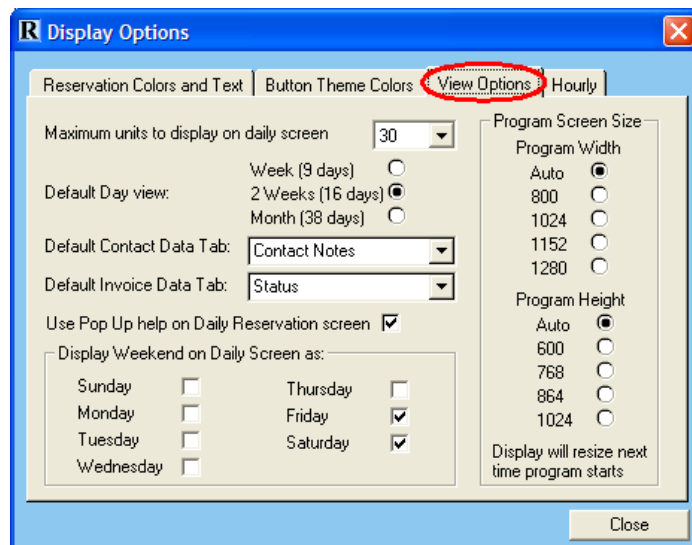
**The logon password is NOT case sensitive.**

After logging onto RezStream Professional, complete the following basic setup tasks.

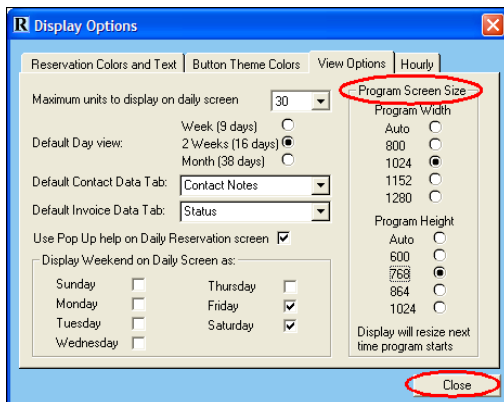
1. Set the default screen size.
2. Change the Administrator password.

## SET THE DEFAULT SCREEN SIZE

In order to resize the RezStream Professional interface to fit your screen, click Tools > Display Options and select the View Options tab.



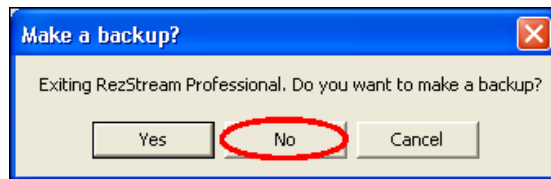
Use the radio buttons to select the appropriate Program Screen Size (resolution).



After selecting the appropriate screen size, click the Close button.



***In order for the program screen size to update, click File > Exit and click the No button when prompted for making a system backup.***

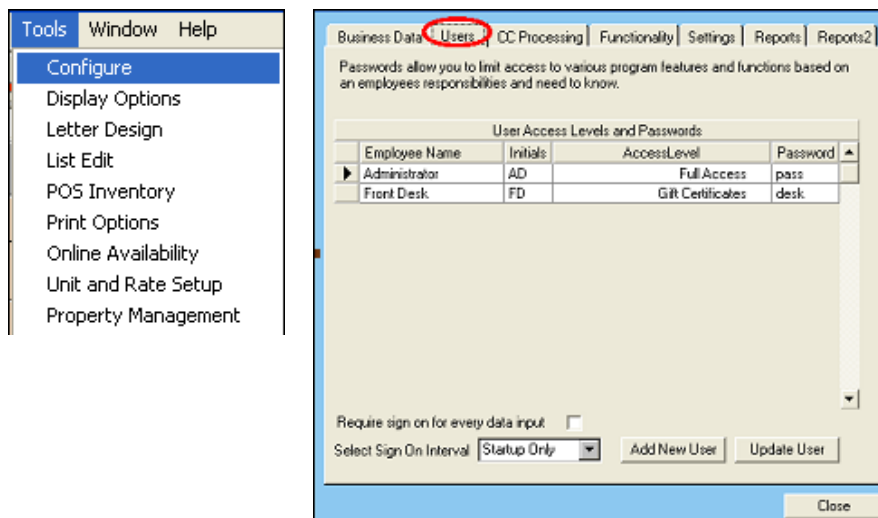


***Restart RezStream Professional by clicking Start > RezStream.***

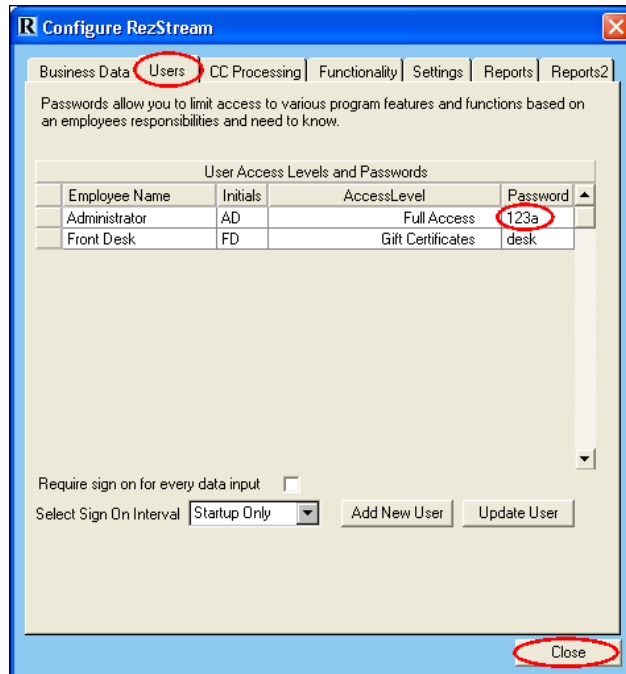
## CHANGE THE ADMINISTRATOR PASSWORD

The default Administrator password, PASS, was set during installation. Use the following steps for changing the default password.

1. Click Tools > Configure and select the Users tab.



- The default users, Administrator and Front Desk, are listed in the User Access Levels and Passwords table.
- Left-click the mouse in the Password column for the Administrator and enter a four character alpha and/or numeric password.



- Click the Close button.
- Use the new password the next time you logon to RezStream Professional.

## THE REZSTREAM CONFIGURATION UTILITY

The RezStream Configuration Utility is used to define basic business data such as your address and contact information, usernames and passwords, settings for credit card processing, and defaults for how RezStream Professional should react in certain situations. After clicking Tools > Configure, the Configure RezStream window is displayed.

R Configure RezStream	
Business Data   Users   CC Processing   Functionality   Settings   Reports   Reports2	
Business Name	The Cliffhanger Resort
Address 1	700 Highway 1
Address 2	
City, State Zip	Yachats OR 97499
Country/Fax	United States of America 541-322-2777
Phone/Phone2	541-888-2525 877-669-1210
Email	reservations@chr.com
Web Address	www.chr.com
Close	

This section contains information on completing the fields listed under each tab, Business Data, Users, CC Processing, Functionality, Settings, Reports, and Reports 2.

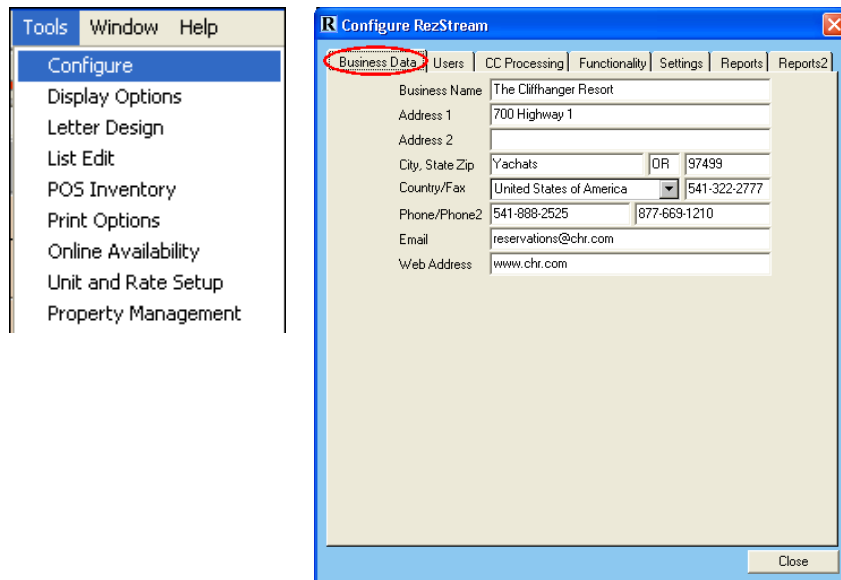
### BUSINESS DATA

The Business Data tab is used to define your business address and other contact information, for example, email and website address. For customers taking advantage of online reservations via the RezStream Booking Engine, this information is transferred directly to the RezStream Booking Engine Online Administrative Interface. For additional information about online reservations, please contact RezStream sales toll-free at 866-360-8210.

Go to Tools > Configure > Business Data to complete the following fields.

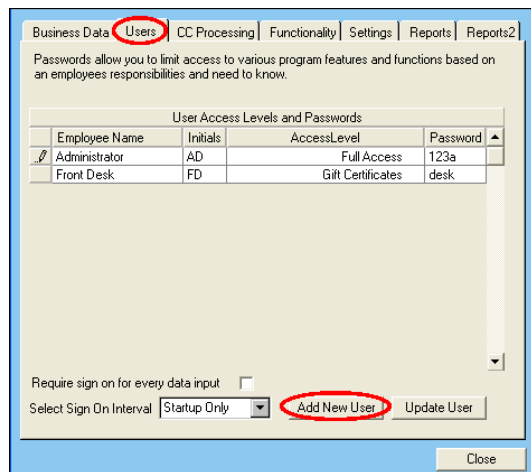
1. Business Name
2. Address 1
3. Address 2 (if necessary)
4. City, State, and Zip
5. Country/Fax
6. Phone/Phone2
7. Email
8. Web Address





## USERS

Username, access levels, and passwords are defined under the Tools > Configure > Users tab.



## CREATING A NEW USER

Use the following steps for creating a new RezStream Professional user.

1. Click Tools > Configure > Users and then the Add New User button at the bottom of the Users screen.
2. A new blank line is created. In the Employee Name column, enter a username (Night Audit).

User Access Levels and Passwords				
Employee Name	Initials	AccessLevel	Password	
Administrator	AD	Full Access	123a	
Front Desk	FD	Gift Certificates	desk	
Night Audit	NA	Edit Reservations/Print Daily	pass	

3. In the Initials column, enter the employee's initials. The initials will be used for tracking transactions processed under this username's logon.
4. Select an access level from the drop-down list, which is displayed automatically when moving the cursor to the AccessLevel field. Normally, access levels 9 and 10 are reserved for front desk managers or General Managers.

Level	Description
3	Make Reservations and Enter Payments
4	Edit Reservations/Print Daily Reports
5	Delete Reservations
6	Gift Certificates
7	Multi-day Financial Reports
8	Modify Unit Setup
9	Modify Configuration except Passwords
10	Full Access

5. Enter the new user's password.
6. If the checkbox for "Require sign on for every data input" is checked, the User Sign On prompt displays every time a user is entering information in RezStream Professional. Prompting for a username and password every time data is saved in RezStream Professional can be beneficial when several people are sharing one computer. Prompting for this information can help pinpoint which employee made a reservation, canceled a reservation, or processed any type of payment.

**R Configure RezStream**

Business Data **Users** CC Processing Functionality Settings Reports Reports2

Passwords allow you to limit access to various program features and functions based on an employees responsibilities and need to know.

User Access Levels and Passwords				
Employee Name	Initials	AccessLevel	Password	
Administrator	AD	Full Access	123a	
Front Desk	FD	Gift Certificates	desk	
Night Audit	NA	Edit Reservations/Print Daily	pass	

☒ Require sign on for every data input

Select Sign On Interval: Startup Only

Add New User Update User

Close

**User Sign On**

Select User Name from drop down list and type in password

Night Audit

Ok

## CREDIT CARD PROCESSING

The RezStream Professional Tools > Configure > CC Processing tab is used for selecting your credit card processor. Please read the paragraph in the following screen shot above the radio buttons carefully. If you have questions about which processor to select for taking real-time payments in RezStream Professional, please contact RezStream support at 303-872-0220. If you are not using real-time credit card processing in RezStream Professional, no action is required under the CC Processing tab.

Business Data | Users | **CC Processing** | Functionality | Settings | Reports | Reports2

Unless you have signed up for a merchant account with First National or Nova, you should not select 'Use CC Processing.' Selecting don't use will keep the authorization dialog hidden. Selecting demo mode will show the authorization dialog and connect to First National via your internet connection and process a dummy transaction using a test account and test card number that the First National uses for demonstration transactions. Once you have signed up for an account, you will be given unique configuration information by First National Processing or Nova.

☒ Don't use Credit Card processing  
☐ Demo mode  
☐ Use Nova Credit Card Processing  
☐ First National Processing (Processing.net)  
☐ First National Processing (ECommerce Exchange)  
☐ First National Processing (Merchant Partners)  
☐ Payment Tech (TR)

Merchant ID  
Terminal ID  
Bank BIN

Press F1 to check the help file for information on setting up an account with First National Processing or Nova. Or check our web site [www.rezstream.com](http://www.rezstream.com) for information and links.

Close



***For additional information on processing credit cards in RezStream Professional, please refer to the RezStream Professional Credit Card Processing Manual, available for download from the RezStream website at:***

***<http://www.rezstream.com/support/documentation/rezstream-professional/>***

## FUNCTIONALITY

The Tools > Configure > Functionality tab controls how RezStream Professional reacts in certain situations. The numbered settings in the following Functionality screen are described below.

Business Data | Users | CC Processing | **Functionality** | Settings | Reports | Reports2

☒ 1 Ask for Contact Name before opening reservation dialog  
☒ 2 Require referral source entry before closing reservation dialog  
☒ 3 Use automatic city, state/province fill in by postal code  
☐ Use Outlook to send email (If Outlook is installed on machine)  
☐ Attach Invoice to email letters  
☐ Include business name with contact export  
☒ 4 Require payment after creating reservation

Clicking on new invoice from the contact data screen will go to:

☒ Daily  
☐ Hourly  
☐ Point of Sale

Default for Invoice/Letter print after creating invoice: ☐ Batch on Save ☒ None  
 Default action after print letter or email: ☐ Not Saved ☒ Prompt ☐ Auto Save

Check in / Check out defaults: **6**  
 Check In: ☐ POS Invoice Edit, ☒ Record Payment, ☐ Print Invoice, ☒ Record Time, ☒ Show Checked In  
 Check Out: ☐ POS Invoice Edit, ☒ Record Payment, ☐ Print Invoice, ☒ Record Time, ☒ Show Checked Out

Close

1. Ask for Contact Name before opening reservation dialog.

With this switch turned on, the RezStream Professional Name Search dialog is automatically displayed when entering a new reservation. This is the screen where you can select a guest from history or enter a new guest name while making a reservation.

Last Name	First Name	Spouse	Address	City	St	Home	Work
Ackerman	Joseph		2212 W. 7th St.	Denver	CO	303-681-32	303-555-12
Bott	Louis		3005 Leslie Dr.	Englewood	CO	720-888-12	720-546-12

With this switch turned off, the program goes directly to the “by the Day Reservation Dialog” screen when making a new reservation. In this scenario, the guest name that initially appears defaults to the last name that was entered when making the last reservation.



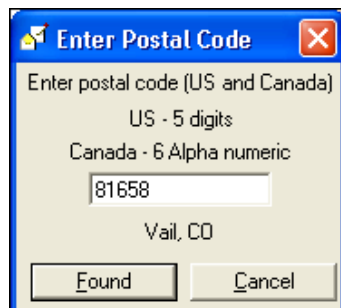
***In order to avoid confusion and to remind reservationists to collect guest names and contact information for a new reservation, RezStream recommends leaving the “Ask for Contact Name before opening reservation dialog” switch turned on.***

2. Require referral source entry before closing reservation dialog.

With this switch turned on, the reservationist cannot continue past the “by the Day Reservation Dialog” screen until a referral source is selected from the drop-down list. Clicking OK at the bottom of the screen will only remind the reservationist that a referral source needs to be chosen before continuing the reservation. Requiring a referral source can help track marketing expenditures and identify successful marketing campaigns.

3. Use automatic city, state/province fill in by postal code.

With this switch turned on, the system bypasses the city and state (province) fields when making a new reservation. Instead, the system prompts for a zip (postal) code. After entering the zip code, the system automatically fills in the city and state fields.



A dialog box titled "Enter Postal Code" with a close button (X) in the top right corner. The text inside reads: "Enter postal code (US and Canada)", "US - 5 digits", "Canada - 6 Alpha numeric". Below this is a text input field containing "81658". Underneath the field is the text "Vail, CO". At the bottom are two buttons: "Found" and "Cancel".

4. Require payment after creating reservation.

With this switch turned on, the Payment Information screen is displayed after completing fields in the "by the Day Reservation Dialog" screen. By displaying the Payment Information screen, reservationists are reminded to collect an advance deposit.



A "Payment Information" screen with a close button (X) in the top right corner. The screen displays "Date" as "04/03/2007" and a highlighted amount of "415.89". Below this, the text "The Cliffhanger Resort" and "\$415.89" are shown. There is a card icon to the right of the amount. Below the amount is a text input field and two dropdown menus: "Visa" and "Fisher DeBerry". At the bottom left, under "Invoices to Display", are radio buttons for "Single" (selected), "Group", "Contact", and "All Invoices". At the bottom right, under "Quick Amount Selection", are buttons for "Full", "Dep 1", "Dep 2", and "Refund". At the very bottom are "Save" and "Cancel" buttons.

## 5. Default action after print letter or email.

RezStream Professional can be configured to save guest correspondence. A Contact Log tab is located on the Contact Data screen. This tab is used for keeping a record of emails, letters, phone calls, and any other guest correspondence.

**Contact Invoice History 9/13**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
512	4/3/2006	4/9/2006	4/12/2006	113	4	\$665.40	\$300.00	512
414	1/25/2006	2/4/2006	2/7/2006	122	4	\$443.62	\$200.00	414
308	1/11/2006	1/13/2006	1/12/2006	BIKE2	0	\$69.32	\$0.00	308
251	1/11/2006	1/13/2006	1/12/2006	BAL2	0	\$1,242.08	\$1,242.08	251
238	1/11/2006	1/9/2006	1/8/2006	MTG2	0	\$465.78	\$465.78	238
228	1/11/2006	1/13/2006	1/12/2006	MTG2	0	\$515.69	\$0.00	228
187	1/8/2006	1/16/2006	1/20/2006	113	5	\$587.77	\$250.00	187
91	11/10/2005	11/6/2005	11/5/2005	BIKE1	0	\$0.00	\$0.00	91
4	10/21/2005				3	\$46.68	\$46.68	4

Starts: Sun, Apr 09, 2006    Departs: Thu, Apr 13, 2006    Length: 4    Start Unit: 113

Adult 2    Pets 0    Daily Reservation Total: \$600.00    Charges: \$665.40  
 Child 0    Cars 0    Hourly Reservation Total: \$0.00    Paid: \$300.00  
 Checked In:    Point of Sale Charges: \$0.00    Due: \$365.40  
 Checked Out:    Tax: \$65.40    Last Change: 4/3/2006

Guest Info | Invoice Notes | Private Notes | Travel Agent | Custom Notes | Payments | Line Items

Payment Data:  Swipe Card...  
 Credit Card Data:     
 Exp:    
 Credit Card Hold: ☐

Confirmation # 512    AD    Group  
 Cancellation #  
 Adult  Child   
 Pets  Cars   
 Arrive:   
 Depart:   
 Letter:  Standard  
 Checked In ☐ Out ☐  
 Batch Print ☒ Flag ☐

Invoice Check Box Flags:  
☐ Tax Exempt  
☐ Attention  
☐ Custom 2  
☐ Custom 3  
☐ Custom 4  
☐ Custom 5  
☐ Custom 6

Contact Notes | Private Notes | Details | **Contact Log** | Photo

Invoice	Date	Ini	Type	Len	Description
4	10/21/05	AD	Letter	0	Standard:Deposit Paid

☒ All Items    ☐ Letter    ☐ Email    ☐ Phone    ☐ One Invoice  
 Expand...    Add...    Edit...    Delete

With the "Default action after print letter or email" radio button set for "Prompt," the following message is displayed after printing or emailing guest correspondence.

**Save Copy?**

Save copy of letter?

Clicking Yes at the above prompt adds a line to the Contact Log history.

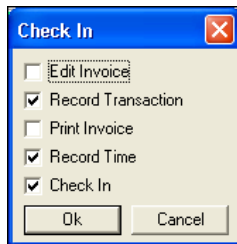
Contact Notes | Private Notes | Details | **Contact Log** | Photo

Invoice	Date	Ini	Type	Len	Description
4	10/21/05	AD	Letter	0	Standard:Deposit Paid

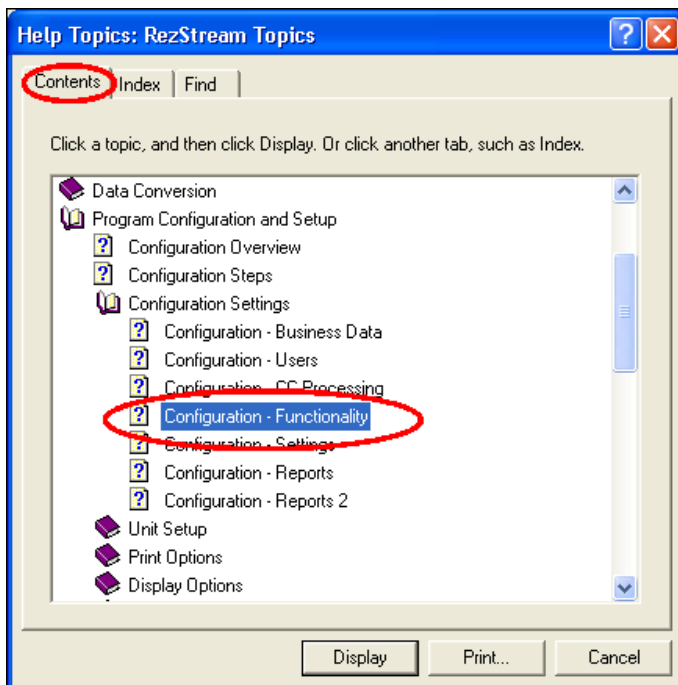
☒ All Items    ☐ Letter    ☐ Email    ☐ Phone    ☐ One Invoice  
 Expand...    Add...    Edit...    Delete

6. Check in/Check out defaults.

Decide check in and check out actions that will occur automatically by selecting options in the Check In and Check Out boxes.



For additional information about settings in the Functionality window, click Help > Help on the RezStream Professional toolbar. Under the Contents tab of the Help Topic screen, select Program Configuration and Setup > Configuration Settings > Configuration - Functionality.



## SETTINGS

From RezStream Professional, the Tools > Configure > Settings tab is used to enter a title for printed invoices, specify a cancellation fee, set the number of days between housekeeping, change the default backup file location, and define the POS category and tax group for phone calls posted through the call accounting interface.

**R Configure RezStream**

Business Data | Users | CC Processing | Functionality | **Settings** | Reports | Reports2

Enter a conversion rate if you commonly have guests from another country or wish to list a price in a currency that is different than standard. 0.812

Enter the title that will be printed at the top of an invoice Folio Charges

Enter your GST Number if Invoice requires GST Number

Enter a cancellation fee. The fee can be either a fixed amount or a percentage of the total charge less tax. 10% Cancel Fees

Enter number of days between housekeeping on multiday stays. Housekeeping is always scheduled on check out day. This appears on the housekeeping report. 1

Default Backup Path C:\Program Files\RezStream\

Audit time for transactions 12:00 AM

Set level for allowing edit invoice on items in the past Delete Reservations

Call Accounting Charge Account Selection

Please select the POS Category that you want the charges applied to, the correct tax group for the charges and the revenue account assignment.

Category Tax Group Rev Acct

POS Revenue

Close

**Annotations:**

- Title for printed invoices (points to Folio Charges)
- Cancellation fee percentage/revenue account (points to 10% Cancel Fees)
- Days between housekeeping services (points to 1)
- Backup file location (points to C:\Program Files\RezStream\)
- Call accounting POS category, tax group, & revenue account (points to Category, Tax Group, Rev Acct)

## INVOICE TEXT

From Tools > Configure > Settings, the text specified in the “Enter the title that will be printed at the top of an invoice” field is displayed when printing a guest invoice. A sample invoice with the specified text, Folio Charges, is displayed below.

**The Cliffhanger Resort**  
 700 Highway 1  
 Yachats, OR 97499  
 541-888-2525 / 877-669-1210 / Fax: 541-322-2777

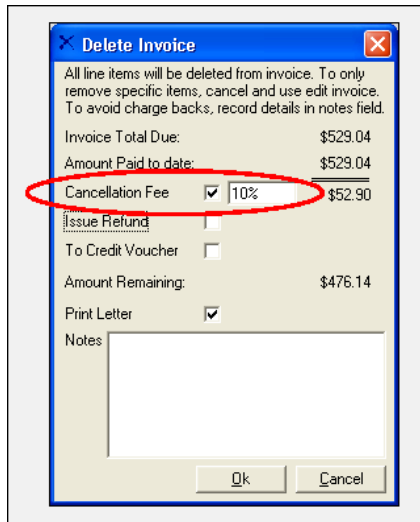
**Folio Charges**

Name	Tracey Guida	Arr - Dep	10/22/2005 - 10/25/2005	Charges	\$510.00
Address	5454 W. 1st Avenue	Recorded	10/21/2005	Tax	\$19.04
City	Lakewood	Confirmation	3	Total	\$529.04
State	CO	Party	2 / 0	Paid	\$529.04
Postal Code	80222	Credit Card	x	Due	\$0.00
Telephone	303-878-0909		/		



## **CANCELLATION FEE**

From Tools > Configure > Settings, specify the default cancellation fee (percentage or dollar amount) to be charged to the guest when a reservation is canceled. A sample reservation cancellation window is displayed below where the property has chosen 10% as its default cancellation fee.

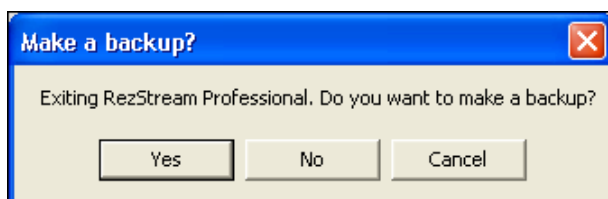


## **DAYS BETWEEN HOUSEKEEPING**

From Tools > Configure > Settings, enter the number of days between housekeeping services on multiday stays. Housekeeping is always scheduled on check out day. The number of days entered in this field triggers a room to display on the Housekeeping report.

## **BACKUP PATH**

From Tools > Configure > Settings, the default backup path controls the default file location for RezStream backups. Every time you exit RezStream Professional, the following prompt is displayed.

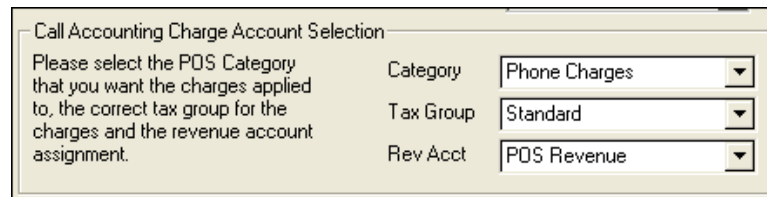


Clicking the Yes button creates a .zip file in the specified folder.

## CALL ACCOUNTING CHARGES

Call accounting is a system interface that posts guest phone calls directly to their folio or invoice. To learn more about automatically posting charges to the guest folio, please contact RezStream sales toll-free at 866-360-8210.

From Tools > Configure > Settings, the call accounting section is used for specifying a point of sale category, tax group, and revenue account for all phone calls posted through the call accounting interface.

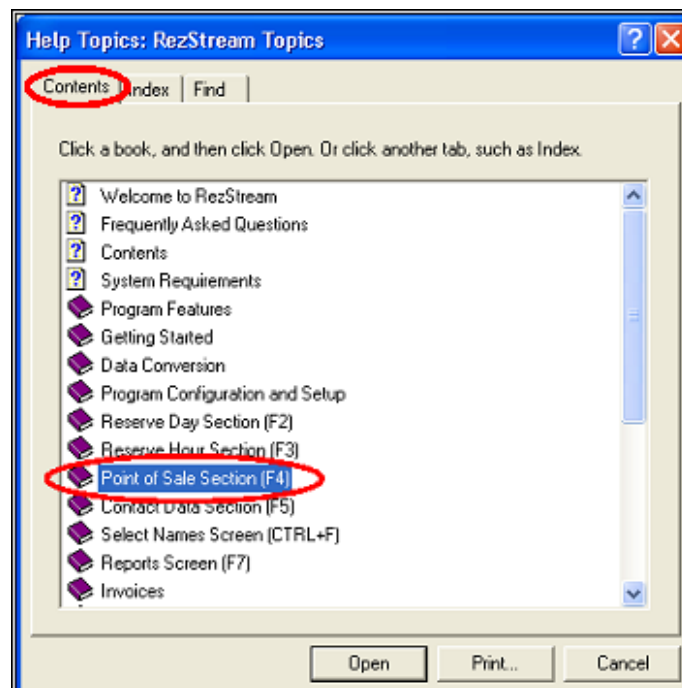


Call Accounting Charge Account Selection

Please select the POS Category that you want the charges applied to, the correct tax group for the charges and the revenue account assignment.

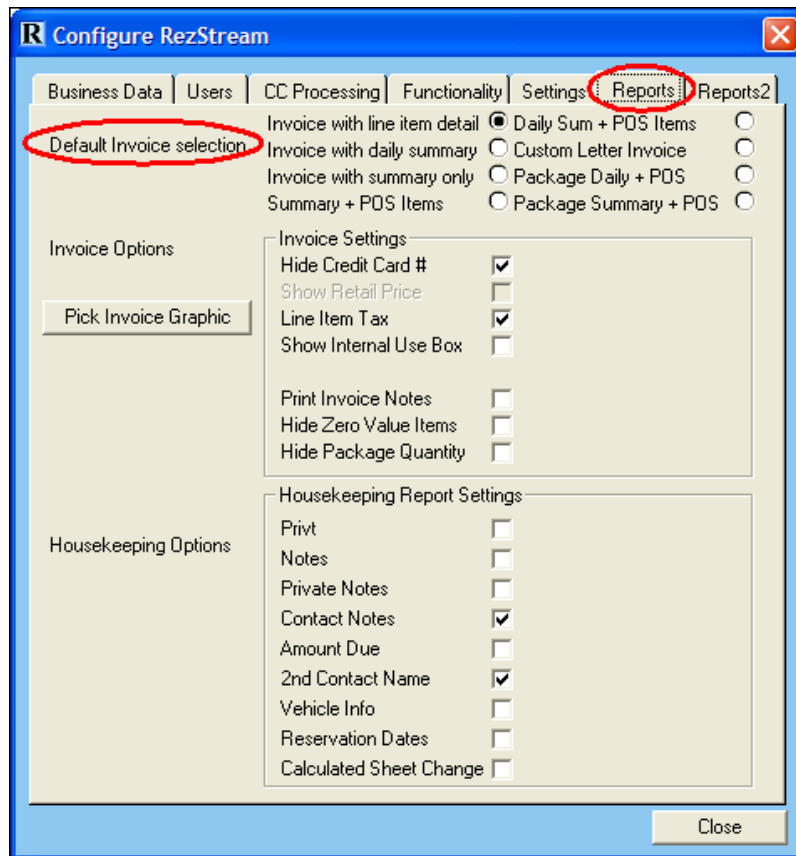
Category	Phone Charges
Tax Group	Standard
Rev Acct	POS Revenue

For additional information about defining POS categories and tax groups, please see the heading titled **Completing Optional Configuration Steps** or click Help > Help, select the Contents tab, and then click the Point of Sale Section link for a list of point of sale topics.



## REPORTS

From RezStream Professional, use the Tools > Configure > Reports tab for defining the default guest invoice style. In addition, fields in this tab can be used for customizing both the guest invoice and the housekeeping report.

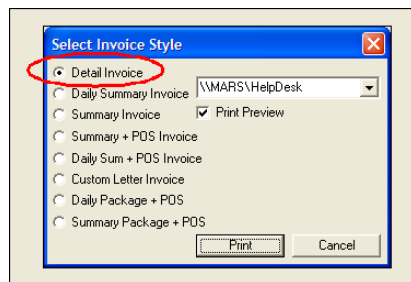


### **CUSTOMIZING THE GUEST INVOICE**

Choose the invoice type that will be automatically used when printing a guest invoice by selecting the desired radio button in the "Default Invoice selection" section. In the example above, the default invoice type is set to "Invoice with line item detail." With this radio button selected, the type of invoice that will be printed is the "Detail Invoice" folio.

To print a guest invoice, right-click on a reservation from the Daily reservation screen and select the option for "Print Invoice."

The Select Invoice Style window is displayed. The invoice type in this dialog box defaults to the type selected in the Tools > Configure > Reports window.



A sample detail Invoice is displayed below.

**The Cliffhanger Resort**  
 700 Highway 1  
 Yachats, OR 97499  
 541-888-2525 / 877-669-1210 / Fax:541-322-2777

**Folio Charges -**

Name	Louis Bott	Arr - Dep	10/24/2005 - 10/27/2005	Charges	\$450.00
Address	3005 Leslie Dr.	Recorded	10/21/2005	Tax	\$16.80
City	Englewood	Confirmation	2	Total	\$466.80
State	CO	Party	2 / 0	Paid	\$150.00
Postal Code	80111	Credit Card	X	Due	\$316.80
Telephone	720-888-1212		/		

Date	Description	Quantity	Amount	Tax	Total
10/24/2005	Unit 6 East Wing	1	\$150.00	\$5.60	\$155.60
10/25/2005	Unit 6 East Wing	1	\$150.00	\$5.60	\$155.60
10/26/2005	Unit 6 East Wing	1	\$150.00	\$5.60	\$155.60
10/21/2005	Visa	Louis Bott			(\$150.00)

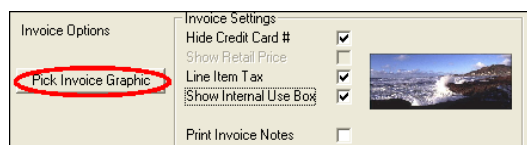
<b>Tax and Gratuity Detail:</b>	City	\$3.30	<b>Total</b>	<b>\$466.80</b>
	State	\$13.50	<b>Paid</b>	<b>\$150.00</b>
			<b>Due</b>	<b>\$316.80</b>

Our Policies: This is your folio policy. Change it by clicking on Tools>Print Options



**The eight radio buttons in the Select Invoice Style dialog box correspond to the eight radio buttons in the Default Invoice selection section of the Tools > Configure > Reports tab.**


From the Reports tab, select checkboxes in the Invoice Options section to control the information that is printed on the guest invoice. An invoice can also be customized with a graphic that will display on the invoice. Click the Pick Invoice Graphic button to browse for a graphic that will be shown on the invoice.



A sample invoice, with a graphic, is displayed below.

**The Cliffhanger Resort**  
 700 Highway 1  
 Yachats, OR 97499  
 541-888-2525 / 877-669-1210 / Fax:541-322-2777

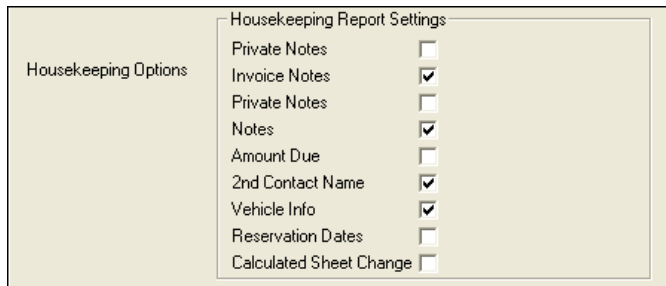
**Folio Charges -**




**The graphic is automatically resized to 520 pixels wide x 400 pixels tall to fit the invoice format.**

## CUSTOMIZING THE HOUSEKEEPING REPORT

The Housekeeping Options section of the Reports tab controls the fields that are included on the Housekeeping report.



The dialog box titled "Housekeeping Report Settings" contains a section labeled "Housekeeping Options" with the following settings:

Option	Checked
Private Notes	<input type="checkbox"/>
Invoice Notes	<input checked="" type="checkbox"/>
Private Notes	<input type="checkbox"/>
Notes	<input checked="" type="checkbox"/>
Amount Due	<input type="checkbox"/>
2nd Contact Name	<input checked="" type="checkbox"/>
Vehicle Info	<input checked="" type="checkbox"/>
Reservation Dates	<input type="checkbox"/>
Calculated Sheet Change	<input type="checkbox"/>

The Housekeeping report is run by selecting the Reports F7 button on the main RezStream Professional toolbar. From the Reports screen, expand the Occupancy Reports by clicking the "+" to the left of the heading and then highlighting the Housekeeping report and pressing the Print button. With the Print Preview box checked and entering report start and end dates when prompted, the report will first display to the screen before printing.



## REPORTS 2

The settings in the Reports2 tab control the fields that are displayed on the Arrival, Departure, and Active (guests currently in-house) reports.

These reports are accessed by clicking the Reports F7 button on the main RezStream Professional toolbar and expanding the Occupancy heading.



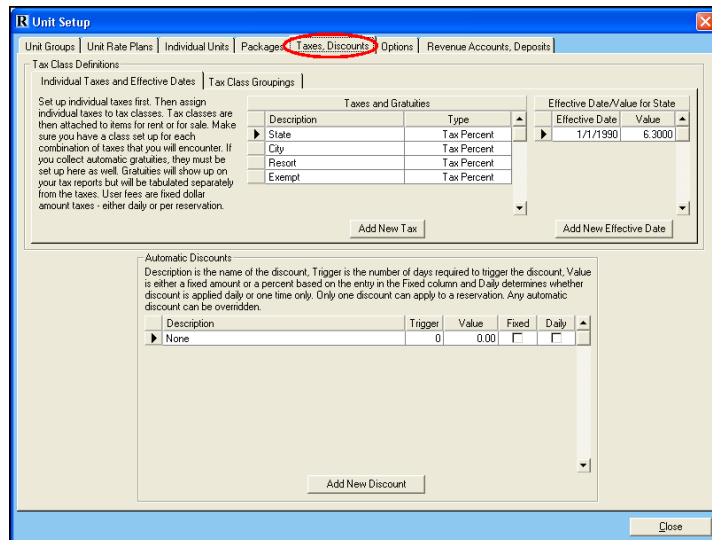
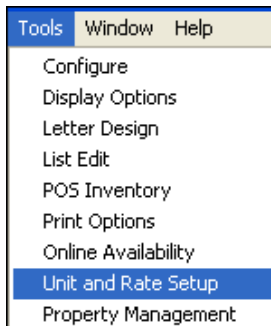
In the sample Active List report displayed below, private notes have been added to the report.

Active							For: 04/04/2005	
Name	Stays/Night	Ext	Status	Unit	Notes	Party	Amount	Due
Kleinsmith, Mark *1/6		Arr	1du-Demo	Unit 1	04/04/2005-04/09/2005	2	/0	\$0.00
Wisler, Jay *1/3		Sta	3du-Demo	Unit 3	Jay is here on his honeymoon 04/03/2005-04/03/2005	2	/0	\$0.00
Units not including departures				2		4	/0	\$0.00

Private Notes

## DEFINING TAXES

To define taxes at your property, click Tools > Unit and Rate Setup and select the Taxes, Discounts tab.



In RezStream Professional, there are two facets of taxes to define:

1. Individual Taxes and Effective Dates
2. Tax Class Groupings

Individual taxes are the standard taxes charged at most properties, for example, city, state, and resort taxes.

Tax class groupings are collections of individual taxes that are grouped together so that specific guest charges, for example, lodging, breakfast, or festival tickets are taxed at the correct rate. This section walks you through creating the following individual taxes and tax class groupings.

INDIVIDUAL TAXES	TAX CLASS GROUPINGS
State Tax – 6.3%	Lodging (State, City, and Resort Tax)
City Tax – 3.6%	Restaurant (State and City Tax)
Resort Tax – 1%	Excursions (State and Resort Tax)
Exempt Tax – 0%	Exempt (Exempt Tax)

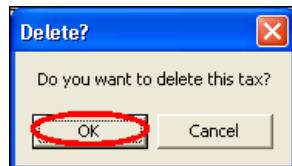


***When creating individual taxes, it is a good idea to include an individual tax called “Exempt” with a value of 0 for use in possible tax-exempt situations.***

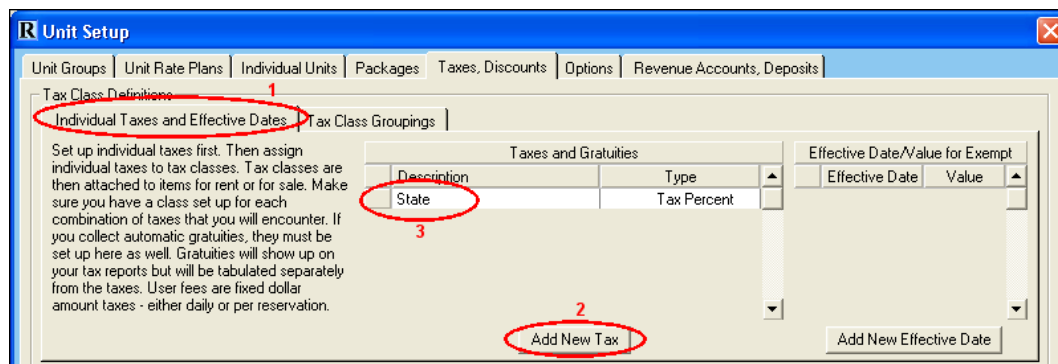
## CREATING INDIVIDUAL TAXES

Use the following steps for creating the **State** individual tax.

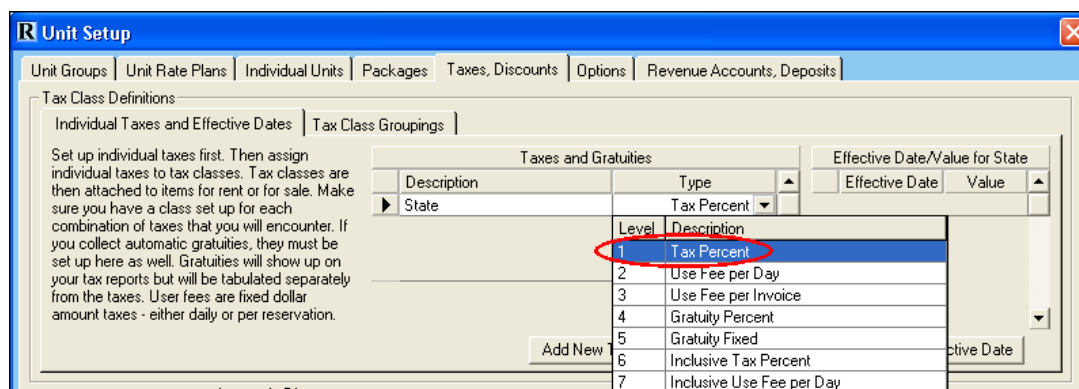
1. Go to Tools > Unit and Rate Setup > Taxes, Discounts > Individual Taxes and Effective Dates and delete any preset RezStream Professional default taxes listed in the Taxes and Gratuities table by highlighting an individual tax row and pressing the <DELETE> key on the keyboard. After pressing the <DELETE> key, the following prompt is displayed. Click OK to continue.



2. Click the "Add New Tax" button.
3. Move the cursor to the Description column and enter a name for the first individual tax (State).



4. Once you click in the Type heading, a drop-down menu will appear with tax type descriptions to choose from. Select a tax type from the drop-down menu. Most taxes fall into the tax percent category.





- Click the Add New Effective Date button. The effective date defaults to 1/1/2000. The only time the effective date needs to be updated is when a tax increase is being scheduled in advance. For example, if the State tax is increasing to 6.5% on 1/1/2006, this tax increase can be pre-scheduled by entering a second effective date. In our example though, there is no scheduled tax increase. Move the cursor to the Value field and enter the tax percentage (6.30).

**Unit Setup**

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

**Tax Class Definitions**

Individual Taxes and Effective Dates | Tax Class Groupings

Set up individual taxes first. Then assign individual taxes to tax classes. Tax classes are then attached to items for rent or for sale. Make sure you have a class set up for each combination of taxes that you will encounter. If you collect automatic gratuities, they must be set up here as well. Gratuities will show up on your tax reports but will be tabulated separately from the taxes. User fees are fixed dollar amount taxes - either daily or per reservation.

Taxes and Gratuities		Effective Date/Value for State	
Description	Type	Effective Date	Value
State	Tax Percent	1/1/2000	6.30

Add New Tax Add New Effective Date

- Repeat steps 1 - 4 until all individual taxes have been added. The Exempt tax in the sample below exists for tax exempt reservations and point of sale items that are not taxed.

**Taxes and Gratuities**

Description	Type
State	Tax Percent
City	Tax Percent
Resort	Tax Percent
Exempt	Tax Percent

Add New Tax Add New Effective Date

**Effective Date/Value for City**

Effective Date	Value
1/1/1990	3.6000

**Taxes and Gratuities**

Description	Type
State	Tax Percent
City	Tax Percent
Resort	Tax Percent
Exempt	Tax Percent

Add New Tax Add New Effective Date

**Effective Date/Value for Resort**

Effective Date	Value
1/1/1990	1.0000

**Taxes and Gratuities**

Description	Type
State	Tax Percent
City	Tax Percent
Resort	Tax Percent
Exempt	Tax Percent

Add New Tax Add New Effective Date

**Effective Date/Value for Exempt**

Effective Date	Value
1/1/1990	0.0000

## CREATING TAX CLASS GROUPINGS

Once individual taxes have been defined, tax class groupings are created and then later assigned to individual items. For example, assume a property sells the following items that are taxed according to the specifics in the table listed below.

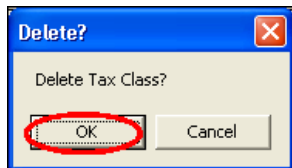
INDIVIDUAL ITEMS	APPLICABLE TAXES
Lodging	State, City, and Resort
Restaurant Charges	State and City
Wine Festival Tickets	City
Hot Air Balloon Rides	State and City
Phone Calls	State, City, and Resort
Gift Shop Items	State and City

The sample property would define four tax class groupings:

1. Full Tax (State, City, and Resort)
2. Standard Tax (State and City)
3. Local (City Only)
4. Exempt (Exempt Only)

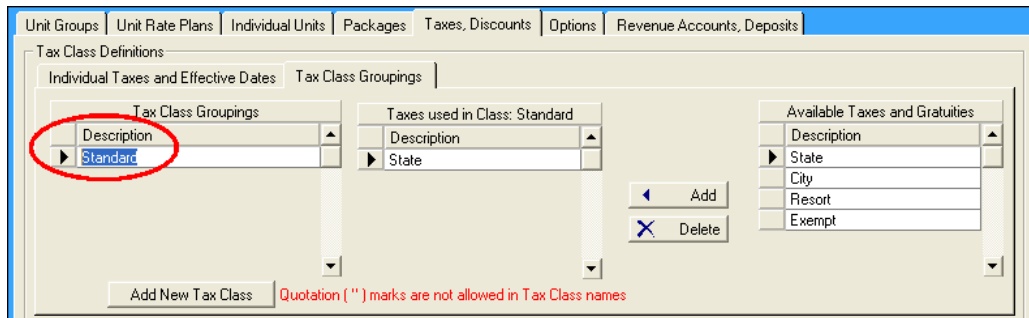
Use the following steps for creating the four tax class groupings detailed above.

1. Go to Tools > Unit and Rate Setup > Taxes, Discounts and choose the Tax Class Groupings tab.
2. Delete all but the last RezStream Professional default tax class groupings by highlighting the tax class grouping and pressing the <DELETE> key on the keyboard. When a tax class grouping is deleted, the following prompt is displayed. Click OK to continue.



***The last tax class grouping cannot be deleted. Instead, it will be renamed to reflect a tax class grouping at your property.***

3. Change the name of the last default tax class grouping by highlighting the name and typing a new description. In the example below, the Standard tax class grouping is renamed Full Tax.



Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

Tax Class Definitions

Individual Taxes and Effective Dates | Tax Class Groupings

Tax Class Groupings		Taxes used in Class: Standard		Available Taxes and Gratuities	
Description		Description		Description	
Full Tax		State		State	
				City	
				Resort	
				Exempt	

Add New Tax Class

Quotation ( " ) marks are not allowed in Tax Class names

4. In the Available Taxes and Gratuities table, highlight an individual tax (A) that is applicable to this tax class grouping and click the Add button (B).

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

Tax Class Definitions

Individual Taxes and Effective Dates | Tax Class Groupings

Tax Class Groupings		Taxes used in Class: Standard		Available Taxes and Gratuities	
Description		Description		Description	
Full Tax		State		State	
				City	
				Resort	
				Exempt	

Add New Tax Class

Quotation ( " ) marks are not allowed in Tax Class names

5. Repeat step #4 for each individual tax that is applicable to the tax class grouping being defined. In the "Full Tax" example, the State, City, and Resort individual taxes are added.

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

Tax Class Definitions

Individual Taxes and Effective Dates | Tax Class Groupings

Tax Class Groupings		Taxes used in Class: Standard		Available Taxes and Gratuities	
Description		Description		Description	
Full Tax		State		State	
		City		City	
		Resort		Resort	
				Exempt	

Add New Tax Class

Quotation ( " ) marks are not allowed in Tax Class names

6. Click the Add New Tax Class button and enter a description for the second tax class grouping, Local Tax.

The screenshot shows the 'Tax Class Definitions' window with the 'Tax Class Groupings' tab selected. The 'Tax Class Groupings' list contains 'Full Tax' and 'Local Tax'. The 'Local Tax' entry is highlighted with a red circle. The 'Add New Tax Class' button is at the bottom left. A red text message at the bottom right states: 'Quotation ( " ) marks are not allowed in Tax Class names'.

7. Use the process outlined in step #4 above to add the City individual tax to the Local tax class grouping.

The screenshot shows the 'Tax Class Definitions' window with the 'Tax Class Groupings' tab selected. The 'Local Tax' entry is highlighted in the 'Tax Class Groupings' list. The 'Add' button is highlighted in the 'Taxes used in Class: New Tax Class' section. A red arrow points from the 'Add' button to the 'City' entry in the 'Available Taxes and Gratuities' list. A red text message at the bottom right states: 'Quotation ( " ) marks are not allowed in Tax Class names'.

8. Continue adding tax class groupings and assigning individual taxes associated with each tax class grouping until all tax class groupings are defined. For our sample property, the completed tax class groupings table appears similar to the following images.

The screenshot shows the 'Tax Class Definitions' window with the 'Tax Class Groupings' tab selected. The 'Full Tax' entry is highlighted in the 'Tax Class Groupings' list. The 'Add' button is highlighted in the 'Taxes used in Class: Full Tax' section. A red arrow points from the 'Add' button to the 'State' entry in the 'Available Taxes and Gratuities' list. A red text message at the bottom right states: 'Quotation ( " ) marks are not allowed in Tax Class names'.

The screenshot shows the 'Tax Class Definitions' window with the 'Tax Class Groupings' tab selected. The 'Local Tax' entry is highlighted in the 'Tax Class Groupings' list. The 'Add' button is highlighted in the 'Taxes used in Class: Local Tax' section. A red arrow points from the 'Add' button to the 'City' entry in the 'Available Taxes and Gratuities' list. A red text message at the bottom right states: 'Quotation ( " ) marks are not allowed in Tax Class names'.

The screenshot shows the 'Tax Class Definitions' window with the 'Tax Class Groupings' tab selected. The 'Standard' tax class is highlighted in the 'Tax Class Groupings' list. The 'Taxes used in Class: Standard' list contains 'State' and 'City'. The 'Available Taxes and Gratitudes' list contains 'State', 'City', 'Resort', and 'Exempt'. The 'Add' button is visible between the two lists. The 'Add New Tax Class' button is at the bottom left. A red warning message at the bottom right states: 'Quotation ( " ) marks are not allowed in Tax Class names'.

The screenshot shows the 'Tax Class Definitions' window with the 'Tax Class Groupings' tab selected. The 'Exempt' tax class is highlighted in the 'Tax Class Groupings' list. The 'Taxes used in Class: Exempt' list contains 'Exempt'. The 'Available Taxes and Gratitudes' list contains 'State', 'City', 'Resort', and 'Exempt'. The 'Add' button is visible between the two lists. The 'Add New Tax Class' button is at the bottom left. A red warning message at the bottom right states: 'Quotation ( " ) marks are not allowed in Tax Class names'.

## DEFINING RATES

The Tools > Unit and Rate Setup > Unit Rate Plans tab is used to define room only rates, a rate that only includes lodging. Rates that include point of sale items, for example, breakfast, are defined using the Packages tab. For additional information about configuring Packages, please see the heading titled **Completing Optional Configuration Steps**.

As an example, assume a property has three types of rooms, Queen Queen, King, and Suite. This sample property has two rate names or classes; the first is called "Rack" and is offered as the walk-in rate. The property also offers an AAA discount of 10% off the Rack rate. In addition, the Rack and AAA rates fluctuate based on different seasons and whether the reservation falls on a weekday or weekend. The following table summarizes our sample property's rate setup.

SEASON	RACK RATES (WEEKDAY)			AAA RATES (WEEKDAY)		
	Queen Queen	King	Suite	Queen Queen	King	Suite
10/01/05 - 02/28/06	95	100	120	80	85	105
03/01/06 - 05/25/06	145	150	170	130	135	155
05/26/06 - 09/03/06	165	170	190	150	155	175
09/04/06 - 02/28/07	95	100	120	80	95	105
	RACK RATES (WEEKEND)			AAA RATES (WEEKEND)		
10/01/05 - 02/28/06	115	120	140	100	105	125
03/01/06 - 05/25/06	165	170	190	150	155	175
05/26/06 - 09/03/06	205	210	230	185	195	210
09/04/06 - 02/28/07	115	120	140	100	105	125
	EXTRA PERSON CHARGES (applied when there are more than two guests in the room)					
		Adults	20.00	Toddlers		5.00
		Children	10.00	Infants		2.50

## UNIT TYPE/RATE PLANS

The first step in defining rates is to add your property's unit types/rate plans under the Unit Rate Plans tab. Our sample property has three unit types, Queen Queen, King, and Suite. Use the following steps for adding a unit type.



***In RezStream Professional, the terms unit type and rate plan are synonymous.***

1. Click Tools > Unit and Rate Setup and click the Unit Rate Plans tab.

**Unit Setup**

Unit Groups | **Unit Rate Plans** | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

**1** Unit Type / Rate Plan

Rate Plan	Rental by Day or Hour	Tax Class
Standard Room	Daily	Exempt
Meeting Room	Hourly	Exempt

Add New Rate Plan

If two or more units share the same seasonal rates, it is considered one rate plan. Please enter a rate plan name for every set of rates that you have. You do not need to enter a different rate plan for every unit that you have unless all are priced differently.

**2** Rate Names

Rate Name	Rate Period	Default Package	Sort	Bookable
Rack	Daily	None	1	<input checked="" type="checkbox"/>
AAA	Daily	None	2	<input checked="" type="checkbox"/>

Add New Rate Name  
Copy Rate Names

Rate Names are the different rates that may be available for a single unit. Examples could be AAA and Business. Rate Names must be created for each unique rate plan. Actual charges are entered below under the various seasonal rates that may be created for each rate. Use the sort column to determine the default rate and which rates are uploaded to online services.

Seasonal Rates

Standard Settings								Weekend Settings: (Select days that apply)								
Start Date	Rate	Base Cap	+ Adult	+ Child	+ Toddler	+ Infant	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len
1/1/2005	\$100.00	2	\$10.00	\$5.00	\$0.00	\$0.00	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$130.00	0
06/01/2005	\$150.00	2	\$10.00	\$5.00	\$0.00	\$0.00	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$180.00	2
01/01/2006	\$100.00	2	\$10.00	\$5.00	\$0.00	\$0.00	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$130.00	0
06/01/2006	\$160.00	2	\$10.00	\$5.00	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$195.00	2

**3** Add New Season | Copy All Seasons | Copy Single Season | Copy Season Wizard

Close

2. Delete any default RezStream Professional rate plans (Standard Room and Meeting Room) that will not be used. Highlight the rate plan (Standard Room) and press the <DELETE> key on the keyboard.

**Highlight the Standard Room Rate Plan and press the <DELETE> key.**

**Unit Setup**

Unit Groups | **Unit Rate Plans** | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

**1** Unit Type / Rate Plan

Rate Plan	Rental by Day or Hour	Tax Class
Standard Room	Daily	Lodging
Meeting Room	Hourly	Standard

Add New Rate Plan

If two or more units share the same seasonal rates, it is considered one rate plan. Please enter a rate plan name for every set of rates that you have. You do not need to enter a different rate plan for every unit that you have unless all are priced differently.

The following prompt is displayed. Click OK to continue.

**Delete Rate Plan**

All units attached to this unit rate plan will be reassigned to another rate plan

OK Cancel

- Highlight the remaining rate plan (Meeting Room) in the Unit Type/Rate Plan table and change the text to read, "Queen Queen."

**Unit Setup**

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

Unit Type / Rate Plan			
Rate Plan	Rental by Day or Hour	Tax Class	
Meeting Room	Hourly	Standard	

If two or more rates, it is con

**Unit Setup**

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

Unit Type / Rate Plan			
Rate Plan	Rental by Day or Hour	Tax Class	
Queen Queen	Hourly	Standard	

If two or more rates, it is con

- Click on the "Rental by Day or Hour" field to activate the drop-down list and choose Daily.

**Unit Setup**

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

Unit Type / Rate Plan			
Rate Plan	Rental by Day or Hour	Tax Class	
Queen Queen	Daily	Standard	

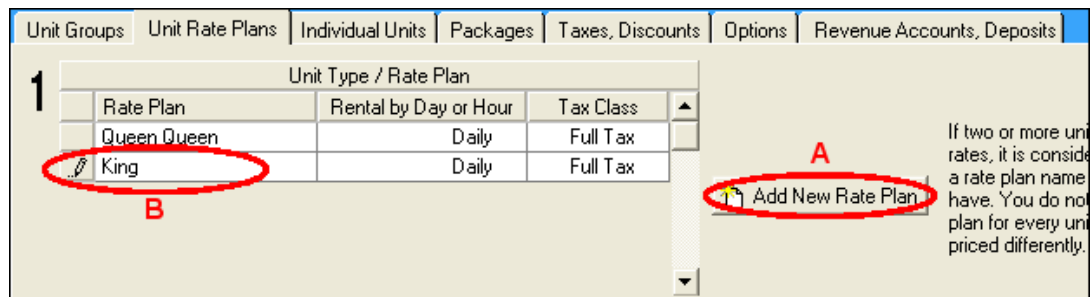
If two or more rates, it is con  
a rate plan na  
have. You do  
plan for every  
period differ

Add New Rate Plan

- Click on the Tax Class field to activate the drop-down list and choose Full Tax. Tax classes (tax class groupings) were previously defined under Tools > Unit and Rate Setup > Taxes, Discounts > Tax Class Groupings.

Tax Class
Full Tax
Local Tax
Standard
Exempt

6. To add the other two rate plans (King and Suite), click the Add New Rate Plan button (A). Enter the name of the next unit type/rate plan, King (B).

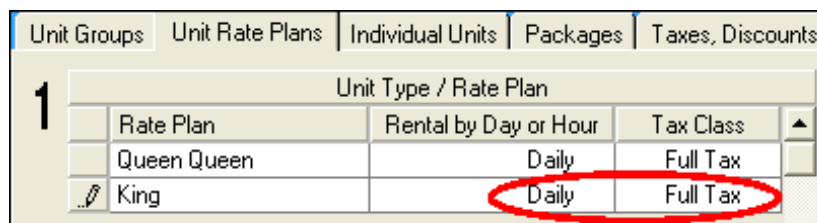


Unit Type / Rate Plan			
Rate Plan	Rental by Day or Hour	Tax Class	
Queen Queen	Daily	Full Tax	
King	Daily	Full Tax	

**A** Add New Rate Plan

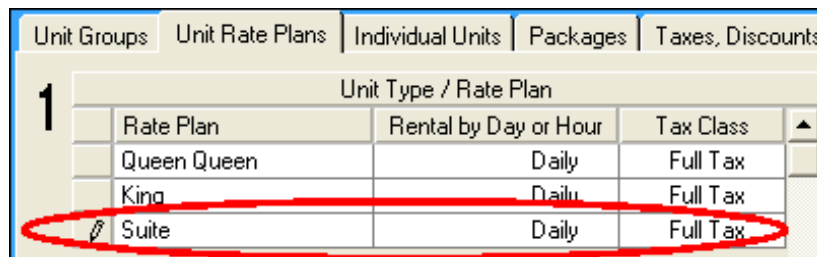
If two or more unit rates, it is considered a rate plan name. You do not have a plan for every unit priced differently.

7. Set the "Rental by Day or Hour" field to Daily and the "Tax Class" to Full Tax.



Unit Type / Rate Plan			
Rate Plan	Rental by Day or Hour	Tax Class	
Queen Queen	Daily	Full Tax	
King	Daily	Full Tax	

8. Repeat steps 6 and 7 in order to add the Suite unit type/rate plan.



Unit Type / Rate Plan			
Rate Plan	Rental by Day or Hour	Tax Class	
Queen Queen	Daily	Full Tax	
King	Daily	Full Tax	
Suite	Daily	Full Tax	



## RATE NAMES

The second step in defining your property's unit type/rate plan is to define rate names. In our sample property, there are two rate names, Rack and AAA, which will be associated with our three unit types. Use the following steps to define a rate name.

1. From Tools > Unit and Rate Setup > Unit Rate Plans, highlight the Queen Queen unit type/rate plan (A) and the Hourly rate name (B). Remember that we renamed the default unit type listing from Meeting Room to Queen Queen in step #3 of the Unit Type section above. The rate name listed with Queen Queen at this point is still Hourly, which was the rate name associated with the previously listed Meeting Room unit type.

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

**1** Unit Type / Rate Plan

Rate Plan	Rental by Day or Hour	Tax Class
<b>A</b> ▶ Queen Queen	Daily	Full Tax
King	Daily	Full Tax
Suite	Daily	Full Tax

Add New Rate Plan

**2** Rate Names

Rate Name	Rate Period	Default Package	Sort	Bookable
<b>B</b> ▶ Hourly	Hourly	None	1	<input checked="" type="checkbox"/>

Add New Rate Name  
Copy Rate Names

If two or more rates, it is considered a rate plan name. You do not have a plan for every unit type, but you can have different rates for different unit types.

Rate Name may be used as an example. Rate Name is unique, entered into the system.

In this step, we will rename the Hourly rate name to "Rack." Highlight the text Hourly and replace by typing "Rack."

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

**1** Unit Type / Rate Plan

Rate Plan	Rental by Day or Hour	Tax Class
▶ Queen Queen	Daily	Full Tax
King	Daily	Full Tax
Suite	Daily	Full Tax

Add New Rate Plan

**2** Rate Names

Rate Name	Rate Period	Default Package	Sort	Bookable
✎ Rack	Hourly	None	1	<input checked="" type="checkbox"/>

Add New Rate Name  
Copy Rate Names

If two or more rates, it is considered a rate plan name. You do not have a plan for every unit type, but you can have different rates for different unit types.

Rate Name may be used as an example. Rate Name is unique, entered into the system. Use the default to online.

Set the Rate Period field to Daily (A). In our example, there is not a Default Package for the Rack rate name (B). With the Sort field set to "1" (C), the Rack rate name will be displayed first in the "by the Day Reservation Dialog" screen. With a checkmark in the Bookable (D) field, the Rack rate name will be available for Internet guests making a reservation via the RezStream Booking Engine. For additional information about the RezStream Booking Engine, please contact RezStream sales at 866-360-8210.

The screenshot shows the 'Unit Rate Plans' and 'Rate Names' sections of the RezStream software. The 'Unit Rate Plans' section has a table with columns: Rate Plan, Rental by Day or Hour, and Tax Class. The 'Rate Names' section has a table with columns: Rate Name, Rate Period, Default Package, Sort, and Bookable. The 'Rate Names' table has a row for 'Rack' with 'Daily' selected for Rate Period (A), 'None' for Default Package (B), '1' for Sort (C), and a checked box for Bookable (D). There are also buttons for 'Add New Rate Plan', 'Add New Rate Name', and 'Copy Rate Names'.

A sample "by the Day Reservation Dialog" is displayed below. Notice the Rack rate name appears as the default unit rate.

The screenshot shows the 'by the Day Reservation Dialog' window. The 'Rate Selection' section has fields for Adults (2), Children (0), Unit Rate (Rack, circled in red), Package Selection (None), and Discount Selection (None). There is a 'Recalculate' button. The 'Reservation Summary' section shows 'Starts: 10/25/2005', 'Unit: Unit 6 East Wing', 'Ends: 10/29/2005', 'Days: 4', and an 'Edit Invoice Details...' button. The 'Total Charges' are \$221.80. At the bottom, there are fields for 'Reason for reservation' (None) and 'Referral Source' (Repeat Business), along with 'OK' and 'Cancel' buttons.

- With the Queen Queen unit type still highlighted, click the Add New Rate Name button to add the AAA rate name to the Queen Queen unit type.

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

1

Rate Plan	Rental by Day or Hour	Tax Class
Queen Queen	Daily	Full Tax
King	Daily	Full Tax
Suite	Daily	Full Tax

Add New Rate Plan

2

Rate Name	Rate Period	Default Package	Sort	Bookable
Rack	Daily	None	1	<input checked="" type="checkbox"/>

Add New Rate Name

Copy Rate Names

If two or more rates, it is considered a rate plan name. You do not need a plan for every priced difference.

Rate Name may be Example Rate Name unique entered rates. Use the default to online.

- Enter the second rate name, AAA.

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

1

Rate Plan	Rental by Day or Hour	Tax Class
Queen Queen	Daily	Full Tax
King	Daily	Full Tax
Suite	Daily	Full Tax

Add New Rate Plan

2

Rate Name	Rate Period	Default Package	Sort	Bookable
Rack	Daily	None	1	<input checked="" type="checkbox"/>
AAA	Daily	None	2	<input type="checkbox"/>

Add New Rate Name

Copy Rate Names

If two or more rates, it is considered a rate plan name. You do not need a plan for every priced difference.

Rate Name may be Example Rate Name unique entered rates. Use the default to online.

- Set the Rate Period to Daily (A), the Default Package to None (B), the Sort field to 2 (C), and enter a checkmark in the Bookable field (D).

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

1

Rate Plan	Rental by Day or Hour	Tax Class
Queen Queen	Daily	Full Tax
King	Daily	Full Tax
Suite	Daily	Full Tax

Add New Rate Plan

2

Rate Name	Rate Period	Default Package	Sort	Bookable
Rack	Daily	None	1	<input checked="" type="checkbox"/>
AAA	Daily	None	2	<input checked="" type="checkbox"/>

Add New Rate Name

Copy Rate Names

If two or more rates, it is considered a rate plan name. You do not need a plan for every priced difference.

Rate Name may be Example Rate Name unique entered rates. Use the default to online.

A B C D

5. At this point, the Rack and AAA rate names have been defined for the Queen Queen unit type/rate plan, but these two rate names also apply to the King and Suite unit types. Use the Copy Rate Names button to quickly copy these rate names to the King and Suite unit types.

1

Rate Plan	Rental by Day or Hour	Tax Class
Queen Queen	Daily	Full Tax
King	Daily	Full Tax
Suite	Daily	Full Tax

2

Rate Name	Rate Period	Default Package	Sort	Bookable
Rack	Daily	None	1	<input checked="" type="checkbox"/>
AAA	Daily	None	2	<input checked="" type="checkbox"/>

Copy Rate Names

6. After clicking the Copy Rate Names button, a new button, Paste Rate Names, displays.

1

Rate Plan	Rental by Day or Hour	Tax Class
Queen Queen	Daily	Full Tax
King	Daily	Full Tax
Suite	Daily	Full Tax

2

Rate Name	Rate Period	Default Package	Sort	Bookable
Rack	Daily	None	1	<input checked="" type="checkbox"/>
AAA	Daily	None	2	<input checked="" type="checkbox"/>

Paste Rate Names

Highlight the King unit type/rate plan (A) and click the Paste Rate Names button (B). The copied Rack and AAA rate names are added to the Rate Names table (C).

**1 Unit Type / Rate Plan**

Rate Plan	Rental by Day or Hour	Tax Class
Queen Queen	Daily	Full Tax
<b>King</b>	Daily	Full Tax
Suite	Daily	Full Tax

**2 Rate Names**

Rate Name	Rate Period	Default Package	Sort	Bookable
Rack	Daily	None	1	<input checked="" type="checkbox"/>
AAA	Daily	None	2	<input checked="" type="checkbox"/>

**Buttons:** Add New Rate Plan, Add New Rate Name, Copy Rate Names, Paste Rate Names

**Annotations:** A (King unit type/rate plan), B (Paste Rate Names button), C (Rack and AAA rate names)

7. Repeat step 6, this time pasting the copied rate names again to the Suite unit type.

**1 Unit Type / Rate Plan**

Rate Plan	Rental by Day or Hour	Tax Class
Queen Queen	Daily	Full Tax
King	Daily	Full Tax
<b>Suite</b>	Daily	Full Tax

**2 Rate Names**

Rate Name	Rate Period	Default Package	Sort	Bookable
Rack	Daily	None	1	<input checked="" type="checkbox"/>
AAA	Daily	None	2	<input checked="" type="checkbox"/>

**Buttons:** Add New Rate Plan, Add New Rate Name, Copy Rate Names, Paste Rate Names

## SEASONAL RATES

The third and final step in defining rates is to add seasonal rates for each unit type/rate plan. Our sample property's seasonal rates are based on the following table.

SEASON	RACK RATES (WEEKDAY)			AAA RATES (WEEKDAY)		
	Queen Queen	King	Suite	Queen Queen	King	Suite
10/01/06 - 02/28/07	95	100	120	80	85	105
03/01/07 - 05/25/07	145	150	170	130	135	155
05/26/07 - 09/03/07	165	170	190	150	155	175
09/04/07 - 02/28/08	95	100	120	80	85	105
	RACK RATES (WEEKEND)			AAA RATES (WEEKEND)		
	WEEKEND = FRIDAY & SATURDAY			WEEKEND = FRIDAY & SATURDAY		
10/01/06 - 02/28/07	115	120	140	100	105	125
03/01/07 - 05/25/07	165	170	190	150	155	175
05/26/07 - 09/03/07	205	210	230	185	190	210
09/04/07 - 02/28/08	115	120	140	100	105	125
EXTRA PERSON CHARGES						
(Applied when there are more than two guests in the room)						
			Adults	20.00	Toddlers	5.00
			Children	10.00	Infants	2.50



**RezStream Professional allows for unlimited flexibility in defining seasonal rates.**

Use the following steps for adding seasonal rates.

1. Highlight the Queen Queen unit type/rate plan (A). An arrow displays to the left of the Rack rate name (B). The seasonal rate for the original Meeting Room is displayed (C). In this step, the preset Meeting Room seasonal rates will be updated to reflect Rack rates for the Queen Queen unit type/rate plan. These Queen Queen rack rates are highlighted in yellow in the table above.

The screenshot shows the 'Unit Setup' window with the 'Unit Rate Plans' tab selected. The 'Unit Type / Rate Plan' table has 'Queen Queen' highlighted with a red circle and an arrow pointing to it labeled 'A'. The 'Rate Names' table has 'Rack' and 'AAA' highlighted with red circles and arrows labeled 'B'. The 'Seasonal Rates' table has the first row (1/1/2005, \$50.00, 2, \$0.00, \$0.00, \$0.00, \$0.00, 0) highlighted with a red circle and an arrow labeled 'C'. The 'Standard Settings' and 'Weekend Settings' sections are also visible.

2. Move the cursor to the Start Date field and enter the first seasonal start date (10/01/2006).

Seasonal Rates																
Standard Settings									Weekend Settings (Select days that apply)							
Start Date	Rate	Base Cap	+ Adult	+ Child	+ Todlr	+ Infnt	Min Len		Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate
10/1/2006	\$50.00	2	\$0.00	\$0.00	\$0.00	\$0.00	0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$50.00

3. Press the <TAB> key to proceed to the Rate field. Enter the dollar amount charged (\$95.00) for the unit type (Queen Queen) and rate name (Rack) for the selected season.

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

1. Unit Type / Rate Plan

Rate Plan	Rental by Day or Hour	Tax Class
Queen Queen	Daily	Full
King	Daily	Full
Suite	Daily	Full

2. Rate Names

Rate Name	Rate Period	Default Package	Sort	Bookable
Rack	Daily	None	1	<input checked="" type="checkbox"/>
AAA	Daily	None	2	<input checked="" type="checkbox"/>

3. Seasonal Rates

Standard Settings									Weekend Settings (Select days that apply)							
Start Date	Rate	Base Cap	+ Adult	+ Child	+ Todlr	+ Infnt	Min Len		Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate
10/01/2006	\$95.00	2	\$0.00	\$0.00	\$0.00	\$0.00	0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$50.00

Buttons: Add New Season, Copy All Seasons, Copy Single Season, Copy Season Wizard

4. Continue to press the <TAB> key to complete the Base Room Capacity, Extra person charges (A), Minimum Length stay (weekdays), Weekend Settings (B), Weekend Rate (C), and Minimum Length stay (weekends) fields.

Base room capacity

Minimum length stay (weekends)

Minimum length stay (weekdays)

Seasonal Rates

Standard Settings									Weekend Settings (Select days that apply)							
Start Date	Rate	Base Cap	+ Adult	+ Child	+ Todlr	+ Infnt	Min Len		Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate
10/01/2006	\$95.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00

A

B

C



**The extra person charge categories (Adult, Child, Todlr, Infnt in our example) can be customized to meet your property's needs. Update these four categories by clicking Tools > List Edit > Labels > Person Rate Types.**

5. Click the Add New Season button and enter the next start date (03/01/2007). Complete all remaining fields for the next season.

The screenshot shows the 'Seasonal Rates' window. At the bottom, the 'Add New Season' button is circled in red and labeled with a '3'. Other buttons include 'Copy All Seasons', 'Copy Single Season', and 'Copy Season Wizard'.

Standard Settings														Weekend Settings (Select days that apply)						
Start Date	Rate	Base Cap	+ Adult	+ Child	+ Todlr	+ Infnt	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len				
10/01/2006	\$95.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0				
03/01/2007	\$145.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$165.00	0				

6. Continue clicking the Add New Season button to enter all seasonal rate periods. After entering the Rack rates for the Queen Queen unit type, our sample property's seasonal rates for this unit type and rate name appear similar to the following image.

The screenshot shows the 'Unit Rate Plans' window. The 'Unit Type / Rate Plan' table has 'Queen Queen' selected. The 'Rate Names' table shows 'Rack' and 'AAA' rates. The 'Seasonal Rates' table at the bottom shows the current rates for the 'Queen Queen' unit type.

Unit Type / Rate Plan			
Rate Plan	Rental by Day or Hour	Tax Class	
Queen Queen	Daily	Full	
King	Daily	Full	
Suite	Daily	Full	

Rate Names				
Rate Name	Rate Period	Default Package	Sort	Bookable
Rack	Daily	None	1	<input checked="" type="checkbox"/>
AAA	Daily	None	2	<input checked="" type="checkbox"/>

Standard Settings														Weekend Settings (Select days that apply)						
Start Date	Rate	Base Cap	+ Adult	+ Child	+ Todlr	+ Infnt	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len				
10/01/2006	\$95.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0				
03/01/2007	\$145.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$165.00	0				
05/26/2007	\$165.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$205.00	0				
8/4/2007	\$95.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0				



**To delete a season, rate name, or rate plan, click the left side of the row to highlight it. With the line selected, press the <Delete> key on the keyboard.**



## COPY SEASON WIZARD

After defining seasonal rate periods for the Queen Queen unit type, the Copy Season Wizard can be used to copy these seasons to the remaining unit types (King and Suite) and rate names (Rack and AAA). Use the following steps to quickly copy seasonal rate periods.

1. From Tools > Unit and Rate Setup > Unit Rate Plans, click the Copy Season Wizard button.

**Unit Setup**

Unit Groups | **Unit Rate Plans** | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

1. Unit Type / Rate Plan

Rate Plan	Rental by Day or Hour	Tax Class
Queen Queen	Daily	Full Tax
King	Daily	Full Tax
Suite	Daily	Full Tax
Meeting Rooms	Hourly	Full Tax
Hot Air Balloon Rides	Hourly	Local Tax
Boat Rentals	Hourly	Local Tax

2. Rate Names

Rate Name	Rate Period	Default Package	Sort	Bookable
Rack	Daily	None	1	<input checked="" type="checkbox"/>
AAA	Daily	None	2	<input checked="" type="checkbox"/>

3. Add New Season | Copy All Seasons | Copy Single Season | **Copy Season Wizard**

2. The Seasonal Rate Copy Wizard window is displayed.
  - A. Enter checkmarks next to each season.
  - B. Select the Copy to All Rate Plans and Rate Names radio button.
  - C. Click the Copy Selected Seasons button.

**Seasonal Rate Copy Wizard**

Unit Type / Rate Plan

Unit Type / Rate Plan
Queen Queen
King
Suite

Rate Names

Rate Name
Rack
AAA

Copy Seasons

Destination

☒ Copy to All Rate Plans and Rate Names

☐ Copy to Selected Rate Plan and it's Rate Names

☐ Copy to Selected Rate Name Only

Dates

☒ Copy Dates as Selected

☐ Add One Year to Selected Dates

**Copy Selected Seasons**

Seasonal Rates

Copy	Start Date	Rate	Base	+ Adult	+ Child	+ Todd	+ Infant	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len
<input checked="" type="checkbox"/>	10/01/2006	\$95.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0
<input checked="" type="checkbox"/>	03/01/2007	\$145.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$165.00	0
<input checked="" type="checkbox"/>	05/26/2007	\$165.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$205.00	0
<input checked="" type="checkbox"/>	09/04/2007	\$95.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0

Clear Copy Tags | Add New Season | Delete Tagged | Purge Old Seasons | Close

3. All seasonal rate settings and both rate names (Rack and AAA) created for the Queen Queen unit type are copied to the King and Suite unit types/rate plans.

**Seasonal Rate Copy Wizard**

Unit Type / Rate Plan  
 Queen Queen  
 King  
 Suite

Rate Names  
 Rack  
 AAA

Copy Seasons  
 Destination  
☒ Copy to All Rate Plans and Rate Names  
☐ Copy to Selected Rate Plan and it's Rate Names  
☐ Copy to Selected Rate Name Only

Dates  
☒ Copy Dates as Selected  
☐ Add One Year to Selected Dates

Copy Selected Seasons

Standard Settings										Weekend Settings (Select days that apply)											
Copy	Start Date	Rate	Base	+ Adult	+ Child	+ Toddler	+ Infant	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len				
<input checked="" type="checkbox"/>	10/01/2006	\$95.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0				
<input type="checkbox"/>	03/01/2007	\$145.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$165.00	0				
<input type="checkbox"/>	05/26/2007	\$165.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$205.00	0				
<input type="checkbox"/>	09/04/2007	\$95.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0				

Clear Copy Tags Add New Season Delete Tagged Purge Old Seasons Close

**Seasonal Rate Copy Wizard**

Unit Type / Rate Plan  
 Queen Queen  
 King  
 Suite

Rate Names  
 Rack  
 AAA

Copy Seasons  
 Destination  
☒ Copy to All Rate Plans and Rate Names  
☐ Copy to Selected Rate Plan and it's Rate Names  
☐ Copy to Selected Rate Name Only

Dates  
☒ Copy Dates as Selected  
☐ Add One Year to Selected Dates

Copy Selected Seasons

Standard Settings										Weekend Settings (Select days that apply)											
Copy	Start Date	Rate	Base	+ Adult	+ Child	+ Toddler	+ Infant	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len				
<input checked="" type="checkbox"/>	10/01/2006	\$95.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0				
<input type="checkbox"/>	03/01/2007	\$145.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$165.00	0				
<input type="checkbox"/>	05/26/2007	\$165.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$205.00	0				
<input type="checkbox"/>	09/04/2007	\$95.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0				

Clear Copy Tags Add New Season Delete Tagged Purge Old Seasons Close

**Seasonal Rate Copy Wizard**

Unit Type / Rate Plan  
 Queen Queen  
 King  
 Suite

Rate Names  
 AAAA

Copy Seasons  
 Destination  
☒ Copy to All Rate Plans and Rate Names  
☐ Copy to Selected Rate Plan and it's Rate Names  
☐ Copy to Selected Rate Name Only

Dates  
☒ Copy Dates as Selected  
☐ Add One Year to Selected Dates

Copy Selected Seasons

Standard Settings										Weekend Settings (Select days that apply)									
Copy	Start Date	Rate	Base	+ Adult	+ Child	+ Todlr	+ Infnt	Min Len		Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len	
<input checked="" type="checkbox"/>	10/01/2006	\$95.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0	
<input type="checkbox"/>	03/01/2007	\$145.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$165.00	0	
<input type="checkbox"/>	05/26/2007	\$165.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$205.00	0	
<input type="checkbox"/>	09/04/2007	\$95.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0	

Clear Copy Tags   Add New Season   Delete Tagged   Purge Old Seasons   Close

**Seasonal Rate Copy Wizard**

Unit Type / Rate Plan  
 Queen Queen  
 King  
 Suite

Rate Names  
 AAAA

Copy Seasons  
 Destination  
☒ Copy to All Rate Plans and Rate Names  
☐ Copy to Selected Rate Plan and it's Rate Names  
☐ Copy to Selected Rate Name Only

Dates  
☒ Copy Dates as Selected  
☐ Add One Year to Selected Dates

Copy Selected Seasons

Standard Settings										Weekend Settings (Select days that apply)									
Copy	Start Date	Rate	Base	+ Adult	+ Child	+ Todlr	+ Infnt	Min Len		Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len	
<input checked="" type="checkbox"/>	10/01/2006	\$95.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0	
<input type="checkbox"/>	03/01/2007	\$145.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$165.00	0	
<input type="checkbox"/>	05/26/2007	\$165.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$205.00	0	
<input type="checkbox"/>	09/04/2007	\$95.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0	

Clear Copy Tags   Add New Season   Delete Tagged   Purge Old Seasons   Close

4. Once the seasons are copied, rates can be updated directly from the Seasonal Rate Copy Wizard window. To update a rate, click into the Rate field and enter the new seasonal rate.

**Seasonal Rate Copy Wizard**

Unit Type / Rate Plan  
 Queen Queen  
 King  
 Suite

Rate Names  
 Rack  
 AAA

Copy Seasons  
 Destination  
☒ Copy to All Rate Plans and Rate Names  
☐ Copy to Selected Rate Plan and it's Rate Names  
☐ Copy to Selected Rate Name Only

Dates  
☒ Copy Dates as Selected  
☐ Add One Year to Selected Dates

Copy Selected Seasons

Standard Settings										Weekend Settings (Select days that apply)									
Copy	Start Date	Rate	Base	+ Adult	+ Child	+ Toddler	+ Infant	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len		
<input type="checkbox"/>	10/01/2006	\$100.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$120.00	0		
<input type="checkbox"/>	03/01/2007	\$150.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$170.00	0		
<input type="checkbox"/>	05/26/2007	\$170.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$210.00	0		
<input checked="" type="checkbox"/>	09/04/2007	\$100.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$120.00	0		

Clear Copy Tags Add New Season Delete Tagged Purge Old Seasons Close

**Seasonal Rate Copy Wizard**

Unit Type / Rate Plan  
 Queen Queen  
 King  
 Suite

Rate Names  
 Rack  
 AAA

Copy Seasons  
 Destination  
☒ Copy to All Rate Plans and Rate Names  
☐ Copy to Selected Rate Plan and it's Rate Names  
☐ Copy to Selected Rate Name Only

Dates  
☒ Copy Dates as Selected  
☐ Add One Year to Selected Dates

Copy Selected Seasons

Standard Settings										Weekend Settings (Select days that apply)									
Copy	Start Date	Rate	Base	+ Adult	+ Child	+ Toddler	+ Infant	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len		
<input checked="" type="checkbox"/>	10/01/2006	\$85.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$105.00	0		
<input type="checkbox"/>	03/01/2007	\$135.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$155.00	0		
<input type="checkbox"/>	05/26/2007	\$155.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$175.00	0		
<input type="checkbox"/>	09/04/2007	\$85.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$105.00	0		

Clear Copy Tags Add New Season Delete Tagged Purge Old Seasons Close

**Seasonal Rate Copy Wizard**

Unit Type / Rate Plan  
 Queen Queen  
 King  
 Suite

Rate Names  
 Rack  
 AAA

Copy Seasons  
 Destination  
☒ Copy to All Rate Plans and Rate Names  
☐ Copy to Selected Rate Plan and it's Rate Names  
☐ Copy to Selected Rate Name Only

Dates  
☒ Copy Dates as Selected  
☐ Add One Year to Selected Dates

Copy Selected Seasons

Standard Settings										Weekend Settings (Select days that apply)													
Copy	Start Date	Rate	Base	+ Adult	+ Child	+ Toddler	+ Infant	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len						
<input checked="" type="checkbox"/>	10/01/2006	\$120.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$140.00	0					
<input type="checkbox"/>	03/01/2007	\$170.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$190.00	0					
<input type="checkbox"/>	05/26/2007	\$190.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$230.00	0					
<input type="checkbox"/>	09/04/2007	\$120.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$140.00	0					

Clear Copy Tags   Add New Season   Delete Tagged   Purge Old Seasons   Close

**Seasonal Rate Copy Wizard**

Unit Type / Rate Plan  
 Queen Queen  
 King  
 Suite

Rate Names  
 Rack  
 AAA

Copy Seasons  
 Destination  
☒ Copy to All Rate Plans and Rate Names  
☐ Copy to Selected Rate Plan and it's Rate Names  
☐ Copy to Selected Rate Name Only

Dates  
☒ Copy Dates as Selected  
☐ Add One Year to Selected Dates

Copy Selected Seasons

Standard Settings										Weekend Settings (Select days that apply)													
Copy	Start Date	Rate	Base	+ Adult	+ Child	+ Toddler	+ Infant	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len						
<input checked="" type="checkbox"/>	10/01/2006	\$105.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$125.00	0					
<input type="checkbox"/>	03/01/2007	\$155.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$175.00	0					
<input type="checkbox"/>	05/26/2007	\$175.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$210.00	0					
<input type="checkbox"/>	09/04/2007	\$105.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$125.00	0					

Clear Copy Tags   Add New Season   Delete Tagged   Purge Old Seasons   Close

- After updating the seasonal rates, click the Close button.

**Seasonal Rate Copy Wizard**

Unit Type / Rate Plan: Queen Queen, King, **Suite**

Rate Names: Rack, **AAA**

Copy Seasons:

- ☒ Copy to All Rate Plans and Rate Names
- ☐ Copy to Selected Rate Plan and it's Rate Names
- ☐ Copy to Selected Rate Name Only

Dates:

- ☒ Copy Dates as Selected
- ☐ Add One Year to Selected Dates

Copy Selected Seasons

Standard Settings										Weekend Settings (Select days that apply)									
Copy	Start Date	Rate	Base	+ Adult	+ Child	+ Todlr	+ Infnt	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len		
<input checked="" type="checkbox"/>	10/01/2006	\$105.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$125.00	0		
<input checked="" type="checkbox"/>	03/01/2007	\$155.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$175.00	0		
<input checked="" type="checkbox"/>	05/26/2007	\$175.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$210.00	0		
<input checked="" type="checkbox"/>	09/04/2007	\$105.00	2	\$20.00	\$10.00	\$5.00	\$2.50	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$125.00	0		

Clear Copy Tags Add New Season Delete Tagged Purge Old Seasons **Close**

## PER PERSON/PER STAY RATES

Per person/per stay rates can be configured in RezStream Professional. This configuration is helpful for businesses that charge one fee regardless of the length of a reservation. Use the following steps to create per person/per stay rates.

- From the top tool bar in RezStream Professional, click Tools > Unit and Rate Setup.
- Click the Unit Rate Plans tab.
- Highlight an existing and applicable unit type/rate plan (A) and click the Add New Rate Name button (B).

**Unit Setup**

Unit Groups **Unit Rate Plans** Individual Units Packages Taxes, Discounts Options Revenue Accounts, Deposits

1

Rate Plan	Rental by Day or Hour	Tax Class
<b>Queen Queen</b>	Daily	Full Tax
King	Daily	Full Tax
Suite	Daily	Full Tax
Meeting Rooms	Hourly	Full Tax
Hot Air Balloon Rides	Hourly	Local Tax
Boat Rentals	Hourly	Local Tax

Add New Rate Plan

2

Rate Name	Rate Period	Default Package	Sort	Bookable
<b>Rack</b>	Daily	None	1	<input checked="" type="checkbox"/>
AAA	Daily	None	2	<input checked="" type="checkbox"/>

Add New Rate Name Copy Rate Names

If two or more units share the same seasonal rates, it is considered one rate plan. Please enter a rate plan name for every set of rates that you have. You do not need to enter a different rate plan for every unit that you have unless all are priced differently.

Rate Names are the different rates that may be available for a single unit. Examples could be AAA and Business. Rate Names must be created for each unique rate plan. Actual charges are entered below under the various seasonal rates that may be created for each rate. Use the sort column to determine the default rate and which rates are uploaded to online services.

4. Enter the new rate name (Per Person/Per Stay).

2

Rate Names					
Rate Name	Rate Period	Default Package	Sort	Bookable	
Rack	Daily	None	1	<input checked="" type="checkbox"/>	
AAA	Daily	None	2	<input checked="" type="checkbox"/>	
<input type="text" value="Per Person/Per Stay"/>	Daily	None	3	<input type="checkbox"/>	

5. Select One Time Per Stay from the Rate Period drop-down list.

2

Rate Names					
Rate Name	Rate Period	Default Package	Sort	Bookable	
Rack	Daily	None	1	<input checked="" type="checkbox"/>	
AAA	Daily	None	2	<input checked="" type="checkbox"/>	
<input type="text" value="Per Person/Per Stay"/>	One Time	None	3	<input type="checkbox"/>	

Daily  
Weekly  
Monthly  
Yearly  
Hourly

Seasonal Rates

Start Date	Rate	One Time Per Stay	Child	+ Pets	+ Cars	Min Len	Sun	Mon

6. Click the Copy Seasons Wizard button.

7. Select the Copy to Selected Rate Name Only radio button (A). This action will activate new drop-down lists to the right. With the Queen Queen unit type still selected, highlight the Per Person/Per Stay rate name (B), and enter checkmarks next to each season that will be copied (C).

Seasonal Rate Copy Wizard

Unit Type / Rate Plan

- Queen Queen
- King
- Suite
- Meeting Rooms
- Hot Air Balloon Rides
- Boat Rentals
- Bicycle Rentals
- Two Bedroom Cabin

Rate Names

- Rack
- AAA
- Per Person/Per Stay

Copy Seasons

Destination

- ☐ Copy to All Rate Plans and Rate Names
- ☐ Copy to Selected Rate Plan and it's Rate Names
- ☒ Copy to Selected Rate Name Only (A)

Unit Type / Rate Plan

- Queen Queen
- King
- Suite
- Meeting Rooms
- Hot Air Balloon Rides

Rate Names

- AAA
- Per Person/Per Stay (B)

Dates

- ☒ Copy Dates as Selected
- ☐ Add One Year to Selected Dates

Seasonal Rates

Standard Settings										Weekend Settings: (Select days that apply)									
Copy	Start Date	Rate	Base	+ Adult	+ Child	+ Pets	+ Cars	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len		
<input checked="" type="checkbox"/>	10/01/2005	\$95.00	2	\$20.00	\$10.00	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0		
<input checked="" type="checkbox"/>	03/01/2006	\$145.00	2	\$20.00	\$10.00	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$165.00	0		
<input checked="" type="checkbox"/>	05/26/2006	\$165.00	2	\$20.00	\$10.00	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$205.00	0		
<input checked="" type="checkbox"/>	09/04/2006	\$95.00	2	\$20.00	\$10.00	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0		

8. Click the Copy Selected Seasons button.
9. Click the Close button to exit the Seasonal Rate Copy Wizard screen.
10. Seasons are now associated with the new Per Person/Per Stay rate name. To activate per person/per stay rates, start by setting the Rate field to \$0.00 and Base Cap field to 0.

Seasonal Rates																
Standard Settings								Weekend Settings (Select days that apply)								
Start Date	Rate	Base Cap	+ Adult	+ Child	+ Pets	+ Cars	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len
10/01/2005	\$0.00	0	\$450.00	\$400.00	\$25.00	\$20.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0
03/01/2006	\$0.00	0	\$400.00	\$350.00	\$25.00	\$20.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$165.00	0
05/26/2006	\$0.00	0	\$425.00	\$375.00	\$25.00	\$20.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$205.00	0
09/04/2006	\$0.00	0	\$450.00	\$400.00	\$25.00	\$20.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0

11. Next, enter per person/per stay rates for each rate person type (Adult, Child, Pets, Cars in our example).

Seasonal Rates																
Standard Settings								Weekend Settings (Select days that apply)								
Start Date	Rate	Base Cap	+ Adult	+ Child	+ Pets	+ Cars	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len
10/01/2005	\$0.00	0	\$450.00	\$400.00	\$25.00	\$20.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0
03/01/2006	\$0.00	0	\$400.00	\$350.00	\$25.00	\$20.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$165.00	0
05/26/2006	\$0.00	0	\$425.00	\$375.00	\$25.00	\$20.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$205.00	0
09/04/2006	\$0.00	0	\$450.00	\$400.00	\$25.00	\$20.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$115.00	0

12. Test per person/per stay rates by making a new reservation in a Queen Queen room.

■ ■ (4) 118		03/07-03/11 118 - Queen Queen (4) \$465.8	
■ ■ (3) 119			New Reservation Ctrl+N
■ ■ (5) 120			Mark Out of Service Ctrl+O

- a. At the "by the Day Reservation Dialog", test the new rate name by entering a number of adults, children, pets, and cars.

3 Adults = \$450 \* 3 = \$1350  
1 Child = \$400  
1 Pet = \$25  
1 Car = \$20

**by the Day Reservation Dialog**

Reservation for: **Joe Carroll**  
1121 W. 1st Avenue  
Denver, CO 80202  
303/681-2413

☒ New Invoice ☐ Add to Previous Invoice  
528 8/29/2006 101 - King \$388.12 \$0.00

New/Select...

**Rate Selection**

Adult: 3 Child: 1 Unit Rate: Rack Package Selection: None Discount Selection: None  
Pets: 1 Cars: 1 Tax Exempt: ☐

**Reservation Summary**

Starts: 03/07/2007 Unit: 118 - Queen Queen  
Ends: 03/11/2007  
Days: 4

Daily Reservation Total: \$420.00  
Hourly Reservation Total: \$0.00  
POS Items/Package Items: \$0.00  
Tax: \$45.80  
**Total Charges: \$465.80**

Reason for reservation: None Referral Source: Repeat Business

Edit Lists... OK Cancel



- b. Set the unit rate to Per Person/Per Stay (A) and click the Recalculate button (B). The Daily Reservation Total field (C) now reflects the adjusted per person/per stay rates that were previously defined.



***Per person/per day rates can also be defined in RezStream Professional. For additional information, please review the section titled Per Person Rate Packages on page 90.***

## DEFINING UNIT GROUPS

RezStream Professional allows companies to operate multiple rental properties from a single software package. For companies operating multiple rental entities, each entity can be defined as a unit group. Financial data for unit groups can be viewed separately on system reports. If you are using RezStream Professional to manage a single property, only one unit group is required. Use the following steps for updating the default unit group.

1. Click Tools > Unit and Rate Setup and select the Unit Groups tab.

2. Highlight the default unit group and update the fields listed on the right-hand side of the window.

**Unit Setup**

**Unit Groups** | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

If you operate from more than one location or wish to keep revenue streams separate, adding additional unit groups will allow you to view separate financial data for the groups. For instance if you operate an Inn and a bicycle rental business and wish to keep their books separately you would need two groups.

Quotation ( " ) marks are not allowed in Unit group names

Unit Groups
Group Description
▶ The Cliffhanger Resort

Add New Group... **Update Group** Delete Group

Description: The Cliffhanger Resort  
Address 1: 700 Highway 1  
Address 2:   
City: Yachats  
State / Zip: OR 97499  
Phone 1: 541-888-2525  
Phone 2: 877-669-1210  
Fax: 541-322-2777  
Website: www.chr.com  
Email: reservations@chr.com

Booking Engine Bookable Property ☒  
GDS/ODS Settings

Close

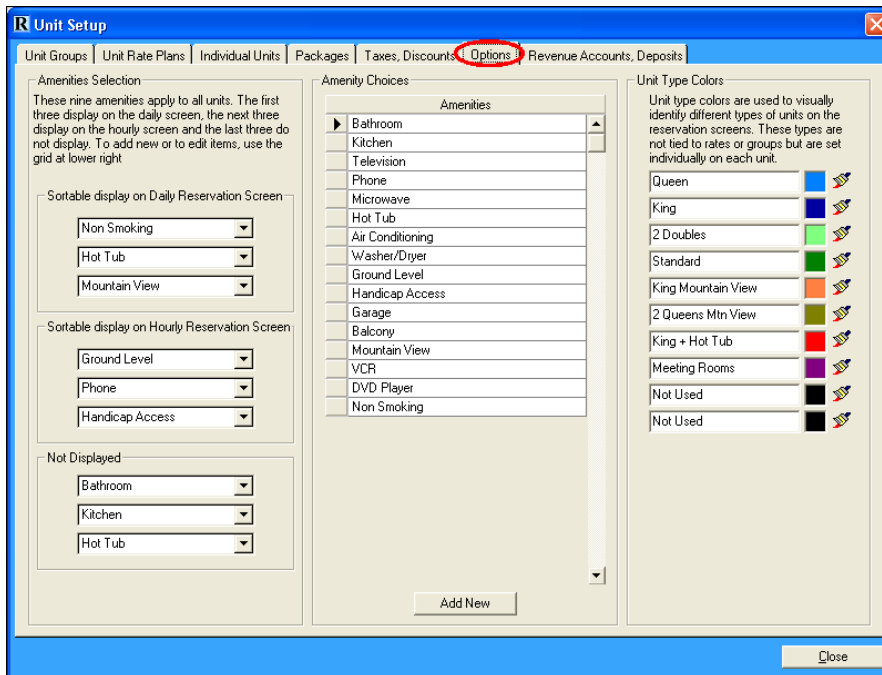
3. Click the Update Group button.



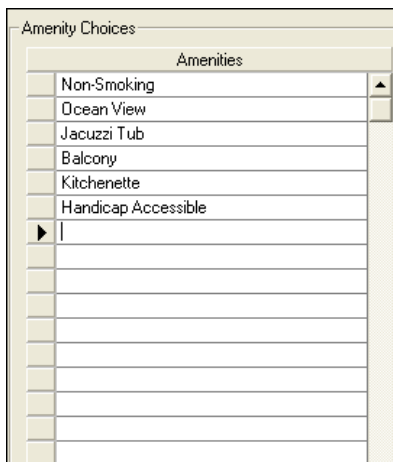
***Companies operating multiple properties can define multiple unit groups by clicking the "Add New Group" button and completing the fields to the right for subsequent unit groups.***

## DEFINING AMENITIES

Click Tools > Unit and Rate Setup and select the Options tab to define unit amenities and assign colors to unit types on the Daily screen.

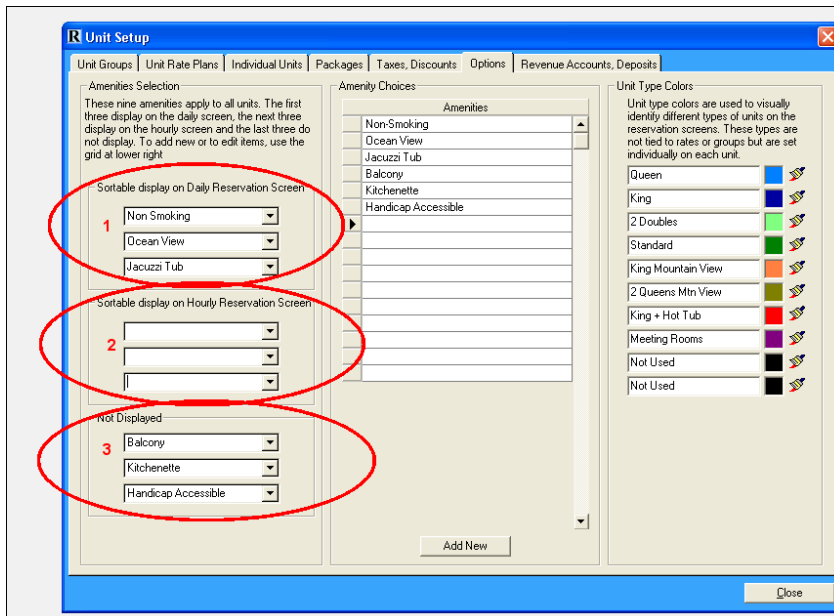


Amenities describe units at your property. To define amenities from the Options tab, position the cursor in the first RezStream Professional default amenity field under the "Amenity Choices" heading and enter an amenity that describes your property. In the example below, six amenities have been defined for our sample property.



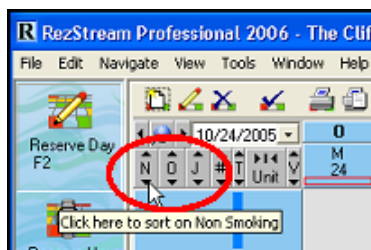
**Delete any RezStream Professional preset default amenities that do not apply to units at your property. Delete amenities that are not applicable by highlighting the text and pressing the <DELETE> key.**

Once amenities have been defined, they can be flagged as sortable using the drop-down lists on the left-hand side of the Options window.



There are three categories for sortable amenities, described below.

1. Sortable display on Daily Reservation Screen. The three amenities selected will display on the Daily screen toolbar circled below. Click "N" to sort Non-Smoking rooms, "O" to sort Ocean View rooms, and "J" to sort rooms with a Jacuzzi tub. Any combination of these amenity buttons can be clicked in order to sort rooms on the Daily screen based on reservation requests.



2. Sortable display on Hourly Reservation Screen. Rental units on the Hourly screen can be sorted based on the amenities defined in these fields. The Hourly screen is used by properties that make reservations for entities by the hour, for example, meeting rooms, hot air balloon rides, seats on a helicopter sight seeing tour, horseback rides, etc.



***There is no need to define sortable amenities for the Hourly screen if you do not make hourly reservations.***

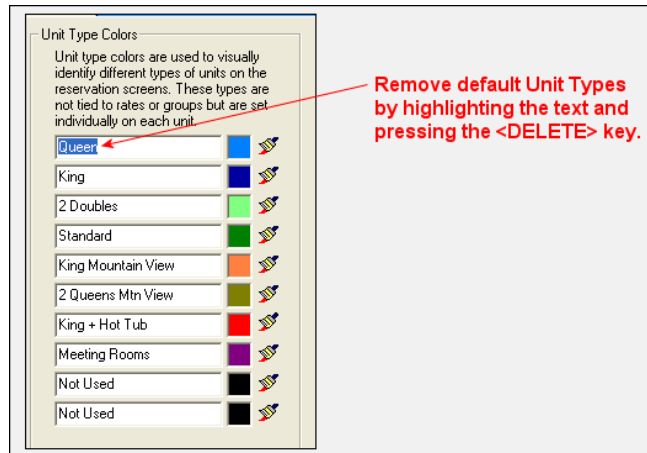
3. Not Displayed. These amenities are displayed when assigning amenities to individual units. Please see the following section, **Defining Units**, for additional information.

## UNIT TYPE COLORS

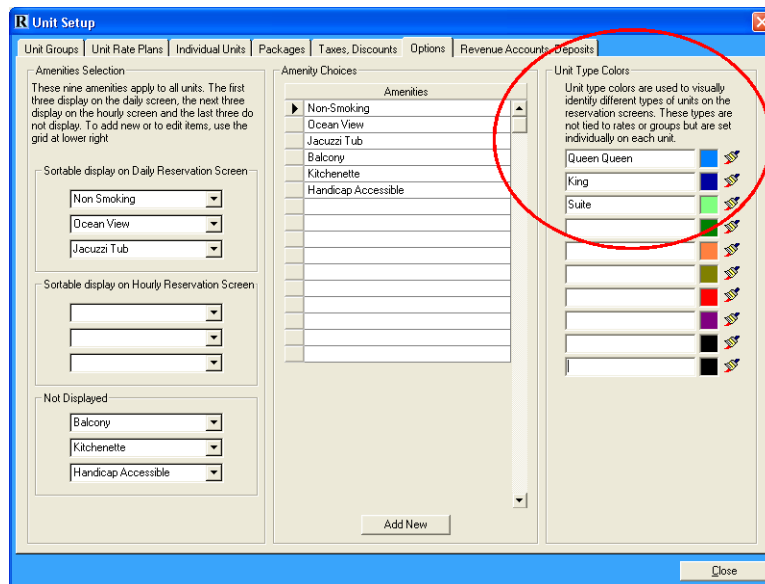
Unit type colors can be assigned to individual units to make them easier to identify on the Daily screen.



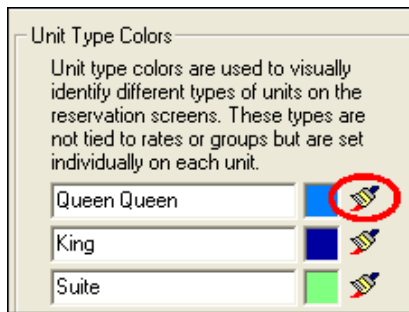
**Remove the text for any RezStream Professional default unit types listed in the Unit Type Colors list that is not applicable to your property. Remove the text by highlighting it and pressing the <DELETE> key.**



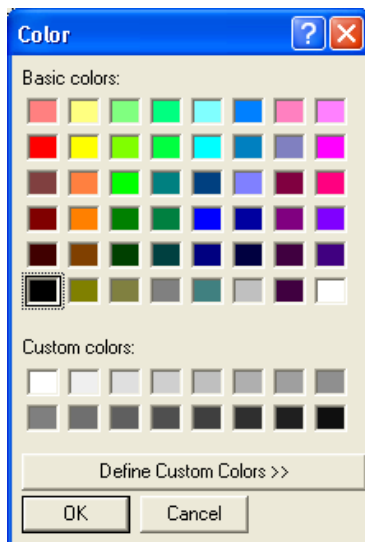
In the following example, our sample property has defined three unit type colors (blue for Queen rooms, dark blue for King rooms, and green for Suites) that will help reservationists identify specific room types on the Daily screen.



Unit type colors can be customized by clicking the paintbrush button next to the unit type listing.



After clicking the paintbrush button, the Color window is displayed.



Here, left-click the desired color square and click the OK button. The color assigned in this step is displayed as a unit type color on the Daily screen.



***The unit type colors defined above will be assigned to individual units in the Defining Units section.***

## DEFINING REVENUE ACCOUNTS

In order to simplify the process of tracking revenue in RezStream Professional, revenue accounts can be created and then assigned to items sold on an invoice (unit rentals, point of sale items, & cancel fees). Streamlined revenue account reports can then be printed that show the amount of sales for each account. Use the following steps to create revenue accounts in RezStream Professional.

1. Click Tools > Unit and Rate Setup and select the Revenue Accounts, Deposits tab.

**Unit Setup**

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | **Revenue Accounts, Deposits**

**Revenue Accounts**  
All items that are sold on an invoice (unit rental, POS items and cancel fees) may be assigned to unique or common revenue accounts. Revenue account reports will show the amount of sales for each revenue account.

Account Name	Acct Number	Account Description
General	0000	This item cannot be removed or edited. All new items are assigned to this account until reassigned
Unit Revenue	0000-1	This item can be removed or edited.
POS Revenue	0000-2	This item can be removed or edited.
Cancel Fees	0000-3	This item can be removed or edited.

Add New Revenue Account

**Two Tier Deposit Due Dates**  
Use the two tier system when your business requires an initial deposit followed by a second deposit prior to the guest's arrival.

First Deposit Policy	Second Deposit Policy
<input type="radio"/> Percent of total <input type="radio"/> Percent of average day <input checked="" type="radio"/> Percent of first day <input type="radio"/> Percent of last day <input type="radio"/> Fixed Amount <input type="checkbox"/> Include Tax	<input type="radio"/> Percent of total <input type="radio"/> Percent of average day <input checked="" type="radio"/> Percent of first day <input type="radio"/> Percent of last day <input type="radio"/> Fixed Amount <input type="checkbox"/> Include Tax
<input type="text" value="100"/> <input checked="" type="radio"/> days after creation <input type="radio"/> days prior to arrival <input type="radio"/> Specific date	<input type="text" value="100"/> <input type="radio"/> days after creation <input checked="" type="radio"/> days prior to arrival <input type="radio"/> Specific date

Close

2. RezStream Professional comes installed with four default revenue accounts:
  - a. General
  - b. Unit Revenue
  - c. POS Revenue
  - d. Cancel Fees



**The first Account Name (General) and Acct Number (0000) cannot be removed or edited.**

- To change an account name, number, or description, simply highlight the text and type in the updated information pertinent to your property. In the example below, we have changed the Unit Revenue account to be "Revenue – Room Rentals," assigned an account number of 40010, and a description of Revenue – Rooms.

**Unit Setup**

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

Revenue Accounts

All items that are sold on an invoice (unit rental, POS items and cancel fees) may be assigned to unique or common revenue accounts. Revenue account reports will show the amount of sales for each revenue account.

Account Name	Acct Number	Account Description
General	0000	This item cannot be removed or edited. All new items are assigned to this account until reassigned
Revenue - Room Rentals	40010	Revenue - Rooms
POS Revenue	0000-2	This item can be removed or edited.
Cancel Fees	0000-3	This item can be removed or edited.

Add New Revenue Account

- Update the other two default accounts to match information pertinent to your property.

**Unit Setup**

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

Revenue Accounts

All items that are sold on an invoice (unit rental, POS items and cancel fees) may be assigned to unique or common revenue accounts. Revenue account reports will show the amount of sales for each revenue account.

Account Name	Acct Number	Account Description
General	0000	This item cannot be removed or edited. All new items are assigned to this account until reassigned
Revenue - Room Rentals	40010	Revenue - Rooms
Revenue - Restaurant	40020	Revenue - Restaurant
Revenue - Gift Shop	40030	Revenue - Gift Shop

Add New Revenue Account

- To add a new account, click the Add New Revenue Account button.

**Unit Setup**

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

Revenue Accounts

All items that are sold on an invoice (unit rental, POS items and cancel fees) may be assigned to unique or common revenue accounts. Revenue account reports will show the amount of sales for each revenue account.

Account Name	Acct Number	Account Description
General	0000	This item cannot be removed or edited. All new items are assigned to this account until reassigned
Revenue - Room Rentals	40010	Revenue - Rooms
Revenue - Restaurant	40020	Revenue - Restaurant
Revenue - Gift Shop	40030	Revenue - Gift Shop

Add New Revenue Account



6. A new line is displayed with the account name, "New Revenue Account."

The screenshot shows the 'Unit Setup' dialog box with the 'Revenue Accounts' tab selected. The 'Revenue Accounts' section contains a table with the following data:

Account Name	Acct Number	Account Description
General	0000	This item cannot be removed or edited. All new items are assigned to this account until reassigned
Revenue - Room Rentals	40010	Revenue - Rooms
Revenue - Restaurant	40020	Revenue - Restaurant
Revenue - Gift Shop	40030	Revenue - Gift Shop
New Revenue Account	0005	New

The 'New Revenue Account' row is highlighted with a red circle. Below the table is an 'Add New Revenue Account' button.

7. Update the account name, account number, and account description to match information pertinent to your property.

The screenshot shows the 'Unit Setup' dialog box with the 'Revenue Accounts' tab selected. The 'Revenue Accounts' section contains a table with the following data:

Account Name	Acct Number	Account Description
General	0000	This item cannot be removed or edited. All new items are assigned to this account until reassigned
Revenue - Room Rentals	40010	Revenue - Rooms
Revenue - Restaurant	40020	Revenue - Restaurant
Revenue - Gift Shop	40030	Revenue - Gift Shop
Revenue - Music Festival Tickets	40040	Revenue - Music Festival Tickets

The 'Revenue - Music Festival Tickets' row is highlighted with a red circle. Below the table is an 'Add New Revenue Account' button.

8. Follow steps 5 – 7 to add all revenue accounts at your property.
9. Revenue accounts will be assigned to units and point of sale items using the steps outlined in the **Defining Units** and **Defining Point of Sale Items** sections.

## DEFINING UNITS

Define units at your property by clicking Tools > Unit and Rate Setup and selecting the Individual Units tab. The first step in defining individual units is to enter the "Number of Active Units" at your property. The "Number of Active Units" is set by clicking the down arrow and selecting a number.

**R Unit Setup**

Unit Groups | Unit Rate Plans | **Individual Units** | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

Number of Active Units: 25

Pick Unit:

Unit Id	Name	Sort
1 W		1
2 W		2
3 W		3
4 W		4
5 W		5
6 E		6
7 E		7
8 E		8
9 E		9
10 S		10
Meet1d		11
Meet2d		12
13du		13
14du		14
15du		15
16du		16
17du		17
18du		18
19du		19
20du		20
21du		21
22du		22
23du		23
24du		24

Unit ID: 1 W | Edit Names... | Sort...

Long Name: Unit 1 West Wing

Type Color: Queen Queen

Belongs to: The Cliffhanger Resort

Rate Plan: Queen Queen

Rev Acct: Unit Revenue

Capacity: Maximum 4 | Standard 2

Include in occupancy report: ☒

Include in Online Availability: ☒

Booking Engine Bookable Unit: ☒

Online URL (for online availability uploads):

Phone extension:

Housekeeping Assignment: Group #1

Amenities:

- ☐ Non Smoking
- ☒ Ocean View
- ☐ Jacuzzi Tub
- ☐ Balcony
- ☐ Kitchenette
- ☐ Handicap Accessible

Standard Description: Queen room with private bath (prints on letters with Notes letter code)

Alternative Description: Only used if unit has alternate configuration (this unit plus another etc.)

WorldRes Unit Type Id (type only): 1

Close

After defining the number of active units at your property, select the first RezStream Professional default room listing (1 W) in the Pick Unit list. Complete the following steps to define units at your property.

**R Unit Setup**

Unit Groups | Unit Rate Plans | **Individual Units** | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

Number of Active Units: 25

Pick Unit:

Unit Id	Name	Sort
1 W		1
2 W		2
3 W		3
4 W		4
5 W		5
6 E		6
7 E		7
8 E		8
9 E		9

Unit ID: 1 W | Edit Names... | Sort...

Long Name: Unit 1 West Wing

Type Color: Queen Queen

Belongs to: The Cliffhanger Resort

Rate Plan: Queen Queen

Rev Acct: Unit Revenue

Capacity: Maximum 4 | Standard 2

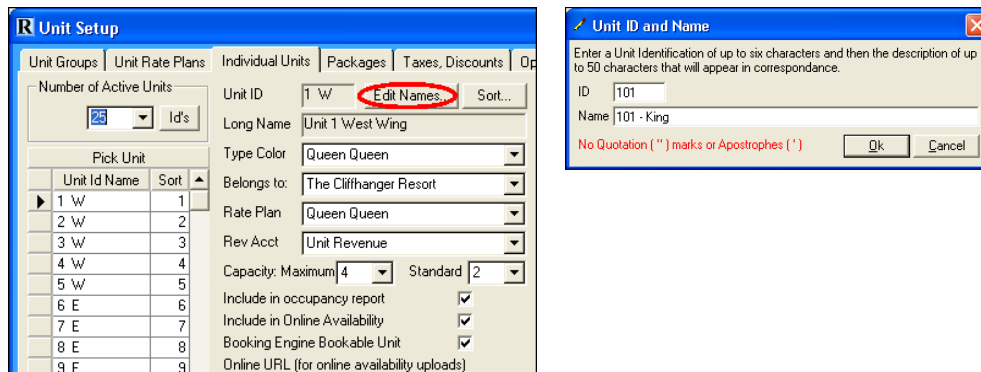
Include in occupancy report: ☒

Include in Online Availability: ☒

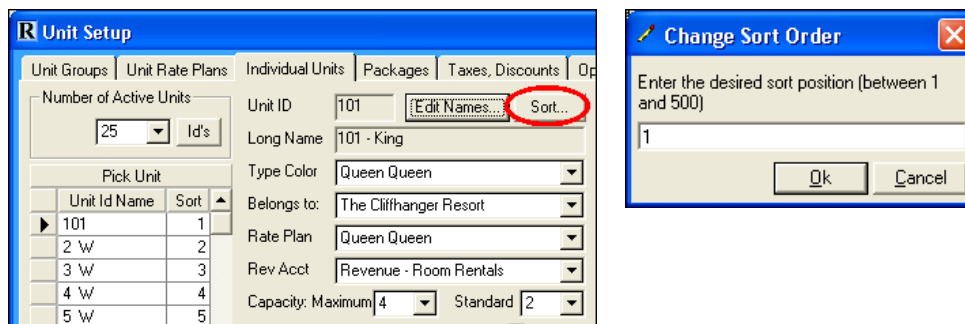
Booking Engine Bookable Unit: ☒

Online URL (for online availability uploads):

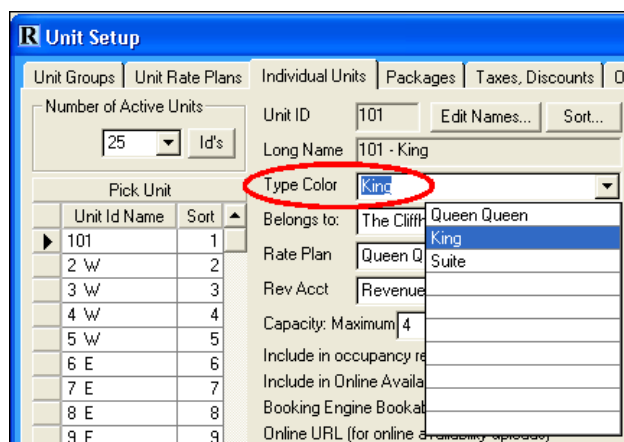
1. Click the Edit Names button and enter a Unit ID (101) that will be seen by reservationists on the Daily screen. Then, enter a Unit Long Name (101 – King) that is a more descriptive name to be used on system reports, guest correspondence, and with the RezStream Booking Engine. Because the Unit Long Name is displayed to Internet guests when displaying availability in the RezStream Booking Engine, RezStream recommends appending the unit type to the room number. In the example below, room 101 is classified as a King room.



2. Click the Sort button and specify the unit's sort position on the Reserve by Day screen.



3. Specify the unit type color. Unit type colors were defined in the previous section, **Defining Amenities**.



4. Enter the appropriate unit group in the "Belongs to:" field. For additional information on RezStream Professional unit groups, please review the **Defining Unit Groups** section.

5. Assign a rate plan (King) to the unit (101).

A screenshot of a software interface showing a dropdown menu for 'Rate Plan'. The menu is open, displaying options: 'Queen-Queen', 'King' (which is highlighted in blue), and 'Suite'. The 'Rate Plan' label is to the left of the dropdown.

6. Assign a revenue account (Rev Acct).

A screenshot of a software interface showing a dropdown menu for 'Rev Acct'. The menu is open, displaying a list of revenue accounts with their corresponding codes. 'Revenue - Room Rentals' is highlighted in blue.

General	0000
Revenue - Room Rentals	40010
Revenue - Restaurant	40020
Revenue - Gift Shop	40030
New Revenue Account	0005

7. Enter the unit's maximum and standard capacities.
8. Enter checkmarks, where applicable, in the Include in Occupancy Report, Include in Online Availability, and Booking Engine Bookable Unit fields.
9. Select amenities that describe the unit.

A screenshot of a software interface titled 'Amenities'. It contains a list of amenities with checkboxes. The following amenities are checked: 'Non Smoking', 'Ocean View', 'Jacuzzi Tub', and 'Balcony'.

- ☒ Non Smoking
- ☒ Ocean View
- ☒ Jacuzzi Tub
- ☐
- ☐
- ☐
- ☒ Balcony
- ☐ Kitchenette
- ☐ Handicap Accessible

10. Enter a standard description that can be used on guest correspondence letters. The standard description can also be uploaded to the RezStream Booking Engine and displayed to Internet guests.

A screenshot of a software interface showing a text field labeled 'Standard Description'. The text entered in the field is: 'King non-smoking room with a balcony. Recently renovated in spring, 2006.'

11. Complete steps 1 – 10 for each additional unit.

**Unit Setup**

Unit Groups | Unit Rate Plans | **Individual Units** | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

Number of Active Units: 25 Id's

Pick Unit

Unit Id	Name	Sort
101		1
102		2
103		3
104		4
105		5
106		6
107		7
108		8
109		9
110		10
111		11
112		12
113		13
114		14
115		15
116		16
117		17
118		18
119		19
120		20
121		21
122		22
123		23
124		24

Unit ID: 125 Edit Names... Sort...

Long Name: 125 - King

Type Color: King

Belongs to: The Clifhanger Resort

Rate Plan: King

Rev Acct: Revenue - Room Rentals

Capacity: Maximum 3 Standard 2

Include in occupancy report ☒

Include in Online Availability ☒

Booking Engine Bookable Unit ☒

Online URL (for online availability uploads)

Phone extension

Housekeeping Assignment: Group #1

Amenities:

- ☒ Non Smoking
- ☒ Ocean View
- ☒ Jacuzzi Tub
- ☐
- ☐
- ☒ Balcony
- ☒ Kitchenette
- ☒ Handicap Accessible

Standard Description

Alternative Description

WorldRes Unit Type Id (type only): 25

Close

12. Click Tools > Display Options > View Options and specify the "Maximum Units to display on the daily screen."

**Display Options**

Reservation Colors and Text | Button Theme Colors | **View Options**

Maximum units to display on daily screen: 20

Default Day view: Week (9 days) ☐ 2 Weeks (16 days) ☒ Month (38 days) ☐

Default Contact Data Tab: Contact Notes

Default Invoice Data Tab: Status

Use Pop Up help on Daily Reservation screen ☒

Display Weekend on Daily Screen as:

Sunday <input type="checkbox"/>	Thursday <input type="checkbox"/>
Monday <input type="checkbox"/>	Friday <input checked="" type="checkbox"/>
Tuesday <input type="checkbox"/>	Saturday <input checked="" type="checkbox"/>
Wednesday <input type="checkbox"/>	

Program Screen Size

Program Width:

- Auto ☐
- 800 ☐
- 1024 ☒
- 1152 ☐
- 1280 ☐

Program Height:

- Auto ☐
- 600 ☐
- 768 ☒
- 864 ☐
- 1024 ☐

Display will resize next time program starts

Close

## LETTER DESIGN

An unlimited number of guest correspondence letters can be added to RezStream Professional. In order to begin using RezStream Professional, the following confirmation letters should be updated to reflect your property's deposit and cancellation rules.

1. No Payment
2. Deposit Paid
3. Paid in Full
4. Cancellation

Letters 1 – 3 are all confirmation letters in RezStream Professional. If your property uses just one confirmation letter, it is only necessary to update the letter that will be used. For example, if your property requires just a credit card hold to book a reservation, the only confirmation letter that would have to be updated is the No Payment confirmation.

Use the following steps for updating guest correspondence letters.

1. Click Tools > Letter Design. The Letter Template Design window is displayed. Here, text is displayed along with letter codes. Letter codes are variables that merge data into the letter. For example, in the sample letter displayed below, the code <FIRST> represents the guest's first name.

<SAL> <NAME>  
<ADDRESS1>  
<ADDRESS2>

<DATE>

Dear <FIRST>,

Thank you for your reservation with <BNAME>, we look forward to your visit and want you to know that we will do everything possible to make your stay pleasant and enjoyable. Our pool is open from 8am to 8 pm and the hot tub is available for adults only from 8pm to 12pm. If you desire any special items such as flowers or champagne in your room on arrival, we request that you notify us at least one week in advance.

When the letter is actually printed, letter codes are replaced with actual guest data. A sample letter is displayed below where letter codes are replaced with data.

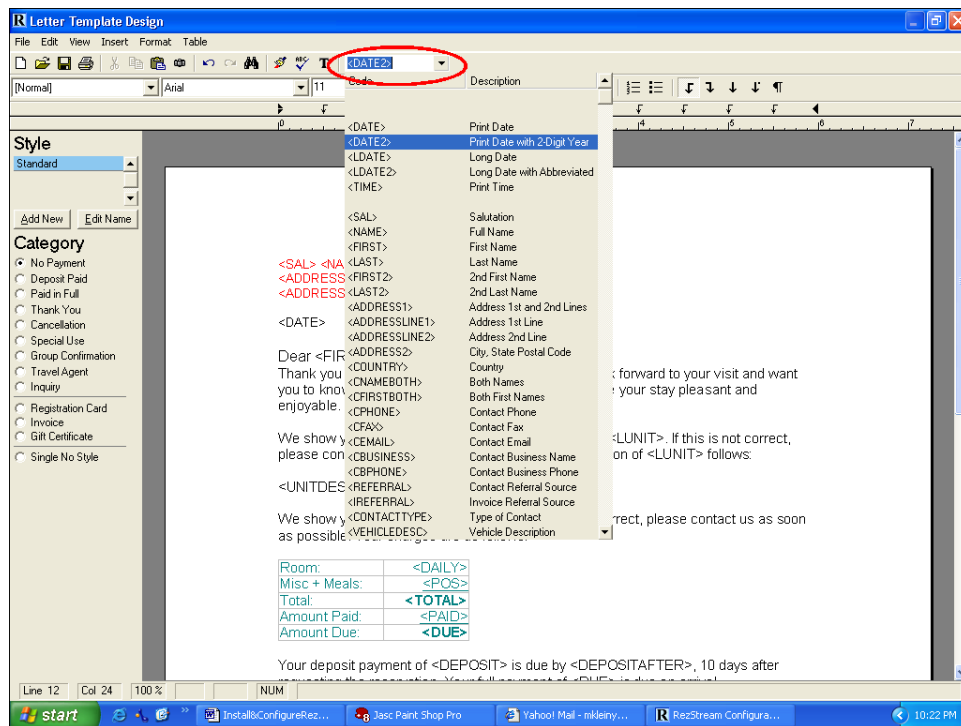
Eric Johnson  
44 W. 3rd Avenue  
Denver, CO 80233

04/05/2005

Dear Eric,

Thank you for your reservation with The Cliffhanger, we look forward to your visit and want you to know that we will do everything possible to make your stay pleasant and enjoyable. Our pool is open from 8am to 8 pm and the hot tub is available for adults only from 8pm to 12pm. If you desire any special items such as flowers or champagne in your room on arrival, we request that you notify us at least one week in advance.

2. To update text in an existing guest correspondence letter, simply type over the text as you would in any word processing program.
3. To add a new letter code, position the cursor at the point in the letter where the code should be inserted, click the codes drop-down list located on the toolbar, and highlight the appropriate code.



4. Utilize the various choices on the toolbars for customizing your guest correspondence letters.
5. Close the Letter Template Design window.

For additional information on letter design in RezStream Professional, please review the **Customizing Letters** section on page 376.

## COMPLETING OPTIONAL CONFIGURATION STEPS

Depending on your property's unique needs, the following RezStream Professional configuration steps can be completed.

1. Defining point of sale items
2. Defining packages
3. Defining a deposit policy

The first two optional configuration steps should be completed by properties that sell packages. A package is any room rate that includes items in addition to lodging. For example, a property on the Oregon Coast could sell a "Yachats Music Festival Package" that includes:

- A bottle of wine
- Inn monogrammed wine glasses
- Breakfast
- Tickets to the music festival

## DEFINING POINT OF SALE ITEMS

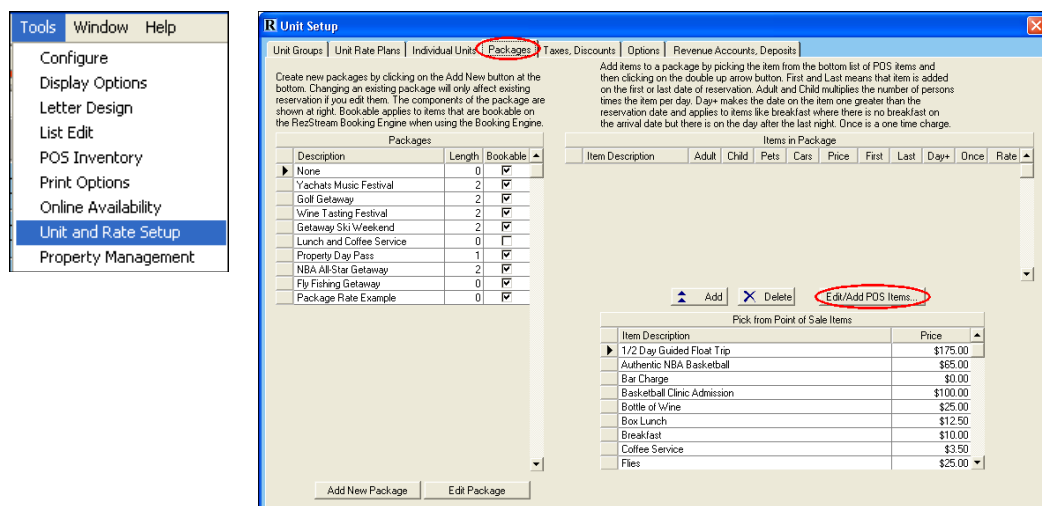
Point of sale (POS) items are miscellaneous sales items that can be sold individually or as part of a package. Examples of POS items include:

- A bottle of wine
- Tickets to a local festival
- Gift shop items
- Meals

### Deleting Sample POS Items

RezStream Professional comes pre-installed with sample POS items. Use the following steps to delete these sample items that do not pertain to your property.

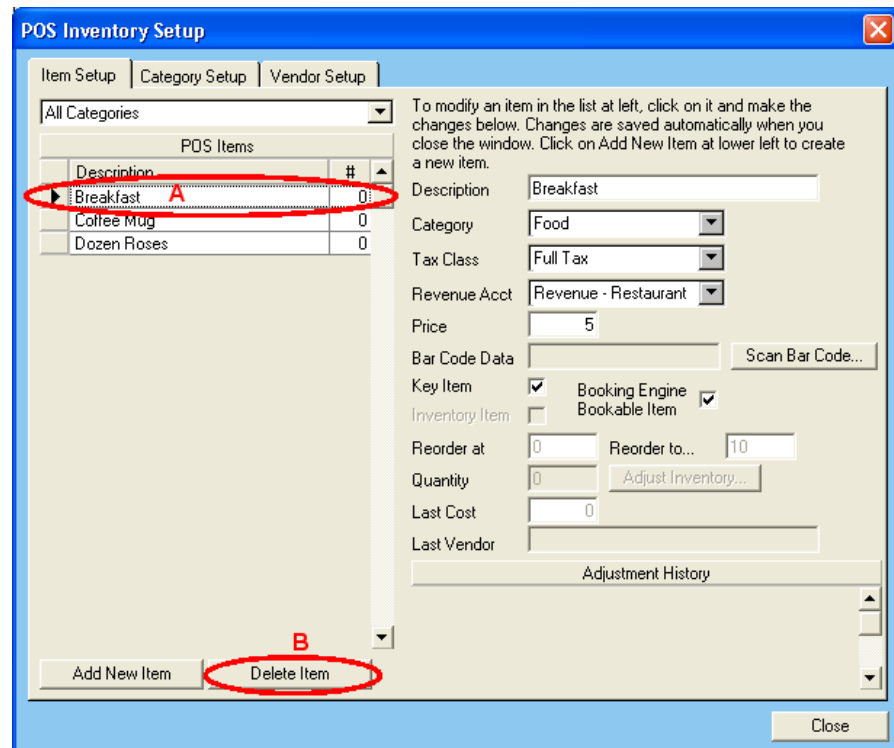
1. Click Tools > Unit and Rate Setup and select the Packages tab.



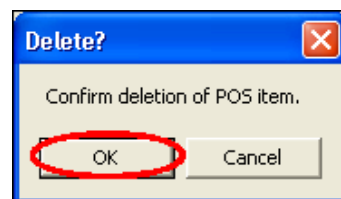
2. Click the Edit/Add POS Items button (circled in the screen shot above).



3. Remove POS items that are not applicable to your property (Breakfast, Coffee Mug, Dozen Roses) by highlighting them in the POS Items list on the POS Inventory Setup screen and clicking the Delete Item button (B).



4. Click the OK button to confirm that the POS item should be deleted.



## Adding New POS Items

Use the following steps for adding new POS items to RezStream Professional.

1. Click Tools > Unit and Rate Setup and select the Packages tab.
2. Click the Edit/Add POS Items button.

**Unit Setup**

Unit Groups | Unit Rate Plans | Individual Units | **Packages** | Taxes, Discounts | Options | Revenue Accounts, Deposits

Create new packages by clicking on the Add New button at the bottom. Changing an existing package will only affect existing reservation if you edit them. The components of the package are shown at right. Bookable applies to items that are bookable on the RezStream Booking Engine when using the Booking Engine.

Description	Length	Bookable
None	0	<input checked="" type="checkbox"/>
Yachats Music Festival	2	<input checked="" type="checkbox"/>
Golf Getaway	2	<input checked="" type="checkbox"/>
Wine Tasting Festival	2	<input checked="" type="checkbox"/>
Getaway Ski Weekend	2	<input checked="" type="checkbox"/>
Lunch and Coffee Service	0	<input type="checkbox"/>
Property Day Pass	1	<input checked="" type="checkbox"/>
NBA All-Star Getaway	2	<input checked="" type="checkbox"/>
Fly Fishing Getaway	0	<input checked="" type="checkbox"/>
Package Rate Example	0	<input checked="" type="checkbox"/>

Items in Package

Item Description	Adult	Child	Pets	Cars	Price	First	Last	Day+	Once	Rate
1/2 Day Guided Float Trip					\$175.00					
Authentic NBA Basketball					\$65.00					
Bar Charge					\$0.00					
Basketball Clinic Admission					\$100.00					
Bottle of Wine					\$25.00					
Box Lunch					\$12.50					
Breakfast					\$10.00					
Coffee Service					\$3.50					
Fees					\$25.00					

Pick from Point of Sale Items

Item Description	Price
1/2 Day Guided Float Trip	\$175.00
Authentic NBA Basketball	\$65.00
Bar Charge	\$0.00
Basketball Clinic Admission	\$100.00
Bottle of Wine	\$25.00
Box Lunch	\$12.50
Breakfast	\$10.00
Coffee Service	\$3.50
Fees	\$25.00

Buttons: Add, Delete, **Edit/Add POS Items...**

Buttons: Add New Package, Edit Package

3. Click the Category Setup tab on the POS Inventory Setup screen.

**POS Inventory Setup**

Item Setup | **Category Setup** | Vendor Setup

POS Categories

Description
Beverage
Food
Gift Shop
Miscellaneous
Phone Charges

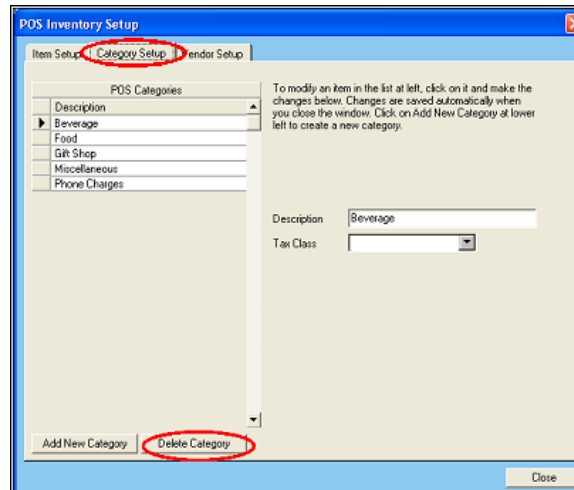
To modify an item in the list at left, click on it and make the changes below. Changes are saved automatically when you close the window. Click on Add New Category at lower left to create a new category.

Description: Beverage

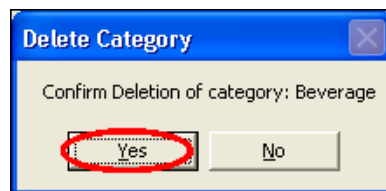
Tax Class: [Dropdown]

Buttons: Add New Category, Delete Category, Close

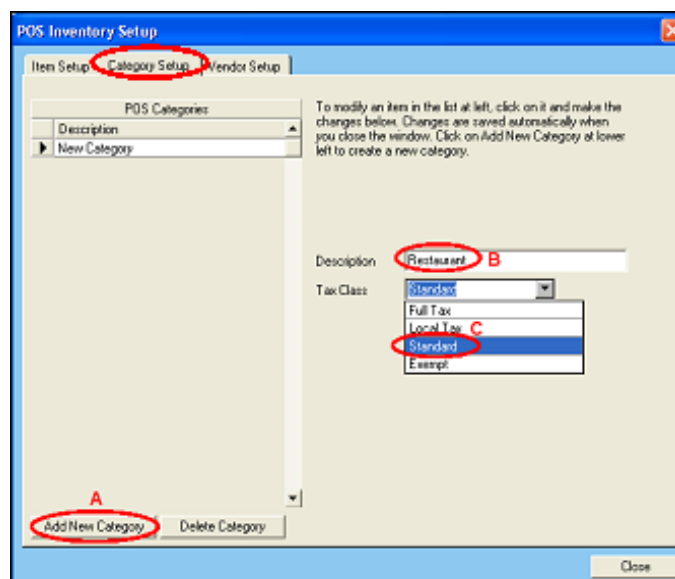
4. Point of sale items, that are similar in nature and taxed at the same rate, are grouped together into POS categories. RezStream Professional comes pre-installed with default POS categories. If they are not applicable to your property (Beverage, Food, Gift Shop, Miscellaneous, and Phone Charges), remove them by highlighting the category and pressing the Delete Category button.



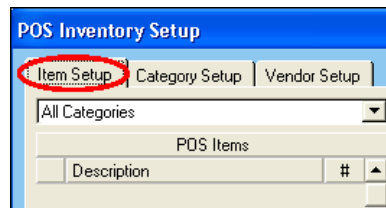
After pressing the Delete Category button, the following prompt is displayed. Click Yes to confirm that the category should be deleted.



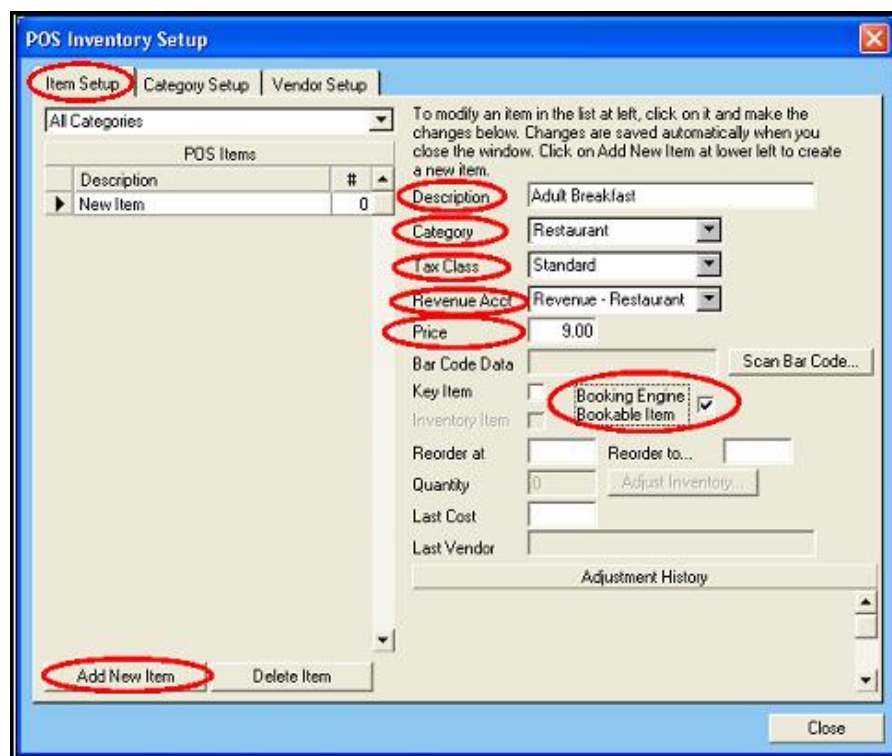
5. Add your property's POS categories by clicking the Add New Category button (A) and then updating the description (B) and selecting a tax class (C) from the drop-down menu.



6. After adding all POS categories, click the Item Setup tab.



7. Click the Add New Item button (A) and complete the POS item fields on the right-hand side of the window. With a checkmark next to the "Booking Engine Bookable Item" field, the POS item is automatically uploaded to the RezStream Booking Engine where it can be sold as part of an online package. For additional information about generating online revenue with the RezStream Booking Engine, please contact RezStream sales toll-free at 866-360-8210.



8. Add additional POS items by clicking the Add New Item button. Once you are finished adding POS items, click the Close button on the POS Inventory Setup screen.

## DEFINING PACKAGES

There are three types of packages in RezStream Professional.

1. Rate inclusive packages
2. Standard unit rate packages
3. Per person rate packages

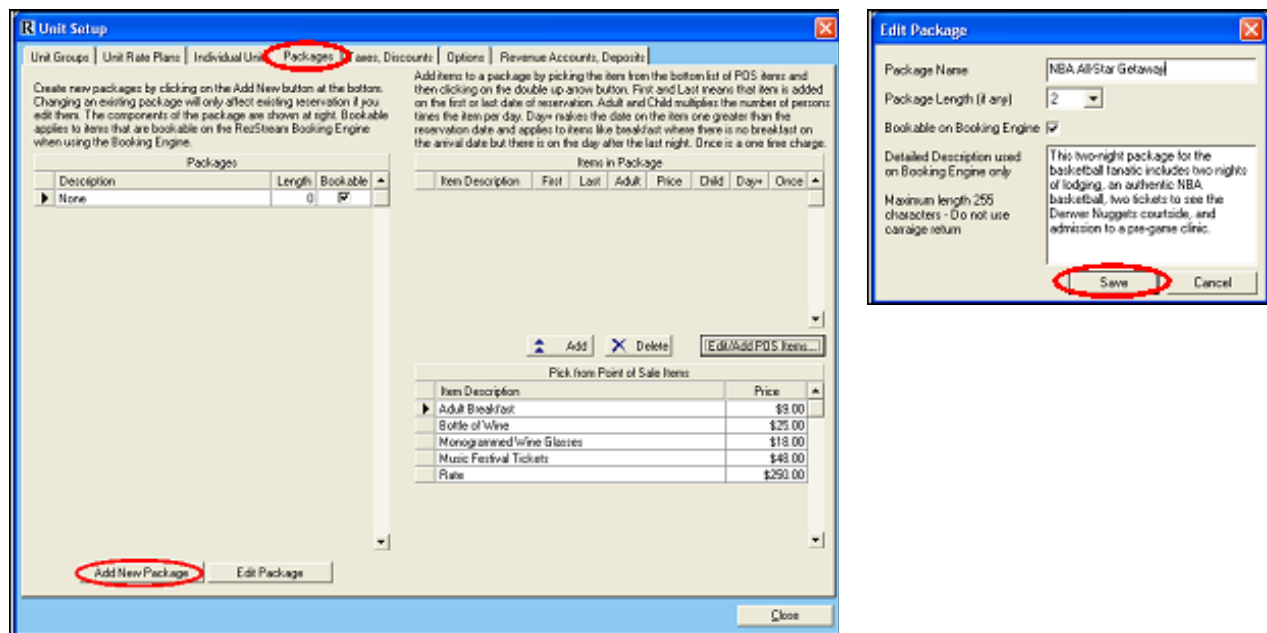
Each package type is described in the following sections.

### **RATE INCLUSIVE PACKAGES**

A **rate inclusive** package is one that includes a room rate along with point of sale items associated with that specific package. For example, the NBA All-Star Getaway package is configured to include the following rate and point of sale item components:

- Two nights of lodging for two adults (\$100/night)
- An authentic NBA basketball (\$65.00)
- Two tickets to the Denver Nuggets game (\$75.00/adult)
- Admission to a pre-game basketball clinic (\$100.00/adult)

Once individual point of sale items and their categories are defined in the POS Inventory Setup screen (Point of Sale F4 > Modify Inventory > Add New Item), the package is created under Tools > Unit and Rate Setup > Packages and clicking the Add New Package button. Complete the Edit Package window.



The "Detailed Description used on Booking Engine only" field in the Edit Package window (above) is the description Internet guests will see when booking the package via the RezStream Booking Engine. This description does not display in RezStream Professional. After completing the Edit Package window, click the Save button.

Highlight the package name in the Packages table and complete the following steps.

Packages		
Description	Length	Bookable
None	0	<input checked="" type="checkbox"/>
<b>NBA All-Star Getaway</b>	2	<input checked="" type="checkbox"/>

1. Highlight a point of sale item associated with the NBA All-Star Getaway package in the list (A) and click the Add button (B).

Items in Package										
Item Description	Adult	Child	Todlr	Infnt	Price	First	Last	Day+	Once	Rate
<div style="text-align: center;"> <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">B</span> <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">Add</span> <span style="margin-left: 10px;"><span style="border: 1px solid red; border-radius: 50%; padding: 2px;">X</span> Delete</span> <span style="margin-left: 10px;">Edit/Add POS Items...</span> </div>										
Pick from Point of Sale Items										
Item Description	Price									
Monogrammed Wine Glasses	\$12.00									
Nuggets Basketball Tickets	\$75.00									
Property Day Pass	\$35.00									
<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">A</span> Rate	\$100.00									
Restaurant Charge	\$0.00									
Wedding Cake	\$325.00									
Weekend Music Festival	\$185.00									
Wine Festival Tickets	\$32.00									
Yachats Music Festival	\$50.00									

2. After adding a point of sale item to a package, it is displayed under the Items in Package table. Use the checkboxes to define when and how the point of sale item is applied in the package.

Items in Package										
Item Description	Adult	Child	Todlr	Infnt	Price	First	Last	Day+	Once	Rate
Rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$100.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

The checkboxes in this table are described below.

CHECKBOX	DESCRIPTION
Adult (Person Rate Type 1)	Multiply the price of the point of sale item by the number of adults on the reservation.
Child (Person Rate Type 2)	Multiply the price of the point of sale item by the number of children on the reservation.
Todlr (Person Rate Type 3)	Multiply the price of the point of sale item by the number of toddlers on the reservation. Note: In our example, Person Rate Type 3 has been customized to read "Todlr." Each property can configure the person rate types to meet their needs. Changes to the person rate types are made by clicking Tools > List Edit > Labels.
Infnt (Person Rate Type 4)	Multiply the price of the point of sale item by the number of infants on the reservation. Note: In our example, Person Rate Type 4 has been customized to read "Infnt." Each property can configure the person rate types to meet their needs. Changes to person rate types are made by clicking Tools > List Edit > Labels.

CHECKBOX	DESCRIPTION	
First	The point of sale item is charged on the first night of the stay.	
Last	The point of sale item is charged on the last night of the stay.	
First and Last	Entering a checkmark in both the First and Last fields means the point of sale item will appear on the first full day of the stay, the last day of the stay (checkout day), AND every day in between.	
Day+	The charge for the point of sale item begins on the second day of the reservation and applies to all dates, including the day of checkout.	
Once	The point of sale item is charged once during the package length.	
Rate	The Rate checkbox can be used in combination with the other checkboxes to create the types of packages listed below.	
	Package Type	Description
	Nightly Rate	The dollar amount in the rate point of sale item is charged each night of the package, regardless of the number of people in the room. In order to define this type of package, click the First, Last, and Rate fields.
	Per Person Rate	The dollar amount in the rate point of sale item is charged per night per person. In order to define this type of package, click the First, Last, Rate, and applicable person rate types (adult, child, etc.)
	Lump Sum Rate	The dollar amount in the rate point of sale item is charged once during the stay. In order to define this type of package, click the Rate and Once fields.

The room rate component of our NBA All-Star Getaway package has the following checkboxes.

- A. First
- B. Last
- C. Rate

With this combination, the \$100.00 room rate will be charged each night of the two-night stay.

The package "Rate" checkbox, combined with the First and Last checkboxes, tells RezStream Professional to use the specified dollar amount (\$100.00) as the room rate and to multiple this amount times the number of days the guests are in-house (2).

In addition, because the package component is defined as a "Rate," the \$100.00 room rate will be displayed separately on the Daily Package + POS and Summary Package + POS invoice options.

**The Cliffhanger Resort**  
700 Highway 1  
Yachats, OR 97499  
541-888-2525 / 877-669-1210 / Fax:541-322-2777

**Folio Charges -**  

Name	Joy Braitberg	Arr - Dep	2/24/2007 - 2/26/2007	Charges	\$615.00
Address	31 Underhill Road	Recorded	2/24/2007	Tax	\$36.74
City	Hemet	Confirmation	670	Total	\$651.74
State	CA	Party	2 / 0 / 0 / 0	Paid	\$0.00
Postal Code	92543	Credit Card		Due	\$651.74
Telephone	925-254-6428		/		

Date	Description	Quantity	Actual Price	Total
2/24/2007	NBA All-Star Getaway	2	\$207.50	\$429.94
2/24/2007	115 - King	1	\$100.00	\$110.90
2/25/2007	115 - King	1	\$100.00	\$110.90

**Package room rate is displayed separately on the guest folio.**

<b>Tax and</b>	Resort	\$2.00	<b>Total</b>	<b>\$651.74</b>
<b>Gratuitty</b>	City	\$22.14	<b>Paid</b>	<b>\$0.00</b>
<b>Detail:</b>	State	\$12.60	<b>Due</b>	<b>\$651.74</b>

Our Policies This is your folio policy. Change it by clicking on Tools>Print Options

**Office Use Only**  
Cash \_\_\_\_\_  
Check # \_\_\_\_\_  
Credit Card \_\_\_\_\_  
Gift Certificate \_\_\_\_\_

3. Continue adding point of sale items to the package.

Items in Package											
	Item Description	Adult	Child	Todlr	Infnt	Price	First	Last	Day+	Once	Rate
►	Rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$100.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Authentic NBA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$65.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Nuggets Basketball	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$75.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Basketball Clinic	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$100.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>



**Note – it is not necessary to create a new "Rate" point of sale item for each Rate Inclusive package. Instead, the price can simply be overridden, as in the example below.**

Items in Package											
	Item Description	Adult	Child	Todlr	Infnt	Price	First	Last	Day+	Once	Rate
	Meals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$9.00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Bottle of Wine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$25.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Monogrammed Wine	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$12.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Yachats Music Festival	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$50.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
✎	Rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	120.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



4. In our sample NBA All-Star Getaway package, the following charges will be applied to the guest folio.

Edit Invoice									
Invoice for: <b>Joy Braitberg</b> 31 Underhill Road Hemet, CA 92543 925-254-6428									
Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
Package	1	02/23/07			Authentic NBA	1.00	\$65.00	Local	\$67.34
Package	1	02/23/07			Basketball Clinic	2.00	\$200.00	Local	\$207.20
Package	1	02/23/07			Nuggets Basketball	2.00	\$150.00	Local	\$155.40
Daily	1	02/23/07			107 - King	1.00	\$100.00	Full Tax	\$110.90
Daily	1	02/24/07			107 - King	1.00	\$100.00	Full Tax	\$110.90

- A one-time charge of \$65.00 for the Authentic NBA Basketball.
- A one-time charge of \$200.00 for the Basketball Clinic (\$100.00 per adult on the reservation).
- A one-time charge of \$150.00 for the Nuggets Basketball Tickets (\$75.00 per adult on the reservation).
- A \$100.00 per night room rate.

### Package Rate Examples

The following examples illustrate two additional options (in addition to the NBA All Star Getaway package outlined in the previous section) for charging **room rates** in RezStream Professional packages.

The first example, displayed below, illustrates a **per person/per night** charge. In this package, there is only one component, Rate. With checkmarks in the Adult, First, and Last fields, the rate will be charged per number of adults each day of the reservation.

Items in Package											
Item Description	Adult	Child	Pets	Cars	Price	First	Last	Day+	Once	Rate	
Rate	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$75.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

To highlight this example, a test reservation will be made using the sample package.

**R by the Day Reservation Dialog**

Reservation for: **Jim Anderson**  
34512 W. 55th Street  
Bellevue, WA 98099  
503-555-1235 503-443-1235

☒ New Invoice ☐ Add to Previous Invoice

416 2/8/2006 101 - King \$365.97 \$0.00  
360 1/26/2006 119 - King \$399.24 \$0.00

New/Select...

Rate Selection:

Adult:  Child:  Unit Rate:  Package Selection:  Discount Selection:

Pets:  Cars:  Tax Exempt: ☐

Recalculate

Reservation Summary:

Starts: 02/26/2007 Unit: 101 - King  
Ends: 03/01/2007  
Days: 3

Daily Reservation Total: \$675.00  
Room Reservation Total: \$0.00  
POS Items/Package Items: \$0.00  
Tax: \$73.59  
Total Charges: \$748.59

Edit Invoice Details...

Reason for reservation:  Referral Source:

Edit Lists... OK Cancel

In the example above, there are three adults on the reservation for three nights, therefore the Daily Reservation Total equals:

- \$75.00 x 3 adults = \$225.00 per night
- \$225.00 x 3 nights = \$675.00 Daily Reservation Total

The second example, displayed below, illustrates a **lump sum rate** package. In this package, the room rate for the package is charged as a flat fee. With checkmarks in the Once and Rate fields, the rate will be charged just once per reservation, no matter the number of people or length of stay.

Items in Package										
Item Description	Adult	Child	Pets	Cars	Price	First	Last	Day+	Once	Rate
Rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	250.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

A three-night reservation with two adults in the room is charged a room rate of \$250.00.

**R by the Day Reservation Dialog**

Reservation for: **Mario Bauer** New Invoice Add to Previous Invoice  
 8812 North Street  
 Colorado Springs, CO 80909  
 719-887-9898 719-454-5465

666 2/21/2007 Cancel Fee \$0.00 \$0.00  
 563 11/7/2006 MTG2 \$69.32 \$69.32  
 492 4/3/2006 102 - Queen \$643.24 \$643.24

New/Select...

Rate Selection

Adult: 2 Child: 0 Unit Rate: Rack Package Selection: Package Rate Examp Discount Selection: None  
 Pets: 0 Cars: 0 Tax Exempt: ☐ Recalculate

Reservation Summary

Starts: **02/26/2007** Unit: **101 - King** Daily Reservation Total: \$250.00  
 Ends: **03/01/2007** Hourly Reservation Total: \$0.00  
 Days: **3** POS Items/Package Items: \$0.00  
 Tax: \$27.25  
**Total Charges: \$277.25**

Edit Invoice Details...

Reason for reservation: None Referral Source: Repeat Business  
 Edit Lists... OK Cancel

With this rate configuration, a six-night reservation with 4 adults in the room is also charged \$250.00.

**R by the Day Reservation Dialog**

Reservation for: **Mario Bauer** New Invoice Add to Previous Invoice  
 8812 North Street  
 Colorado Springs, CO 80909  
 719-887-9898 719-454-5465

666 2/21/2007 Cancel Fee \$0.00 \$0.00  
 563 11/7/2006 MTG2 \$69.32 \$69.32  
 492 4/3/2006 102 - Queen \$643.24 \$643.24

New/Select...

Rate Selection

Adult: 4 Child: 0 Unit Rate: Rack Package Selection: Package Rate Examp Discount Selection: None  
 Pets: 0 Cars: 0 Tax Exempt: ☐ Recalculate

Reservation Summary

Starts: **02/26/2007** Unit: **101 - King** Daily Reservation Total: \$250.00  
 Ends: **03/04/2007** Hourly Reservation Total: \$0.00  
 Days: **6** POS Items/Package Items: \$0.00  
 Tax: \$27.25  
**Total Charges: \$277.25**

Edit Invoice Details...

Reason for reservation: None Referral Source: Repeat Business  
 Edit Lists... OK Cancel

## STANDARD UNIT RATE PACKAGES

The second type of RezStream Professional package is a **standard unit rate** package where a bundle of point of sale items is added to a standard unit rate (rate name). From the "by the Day Reservation Dialog screen," the reservationist selects a standard room rate (A) and then adds the bundled point of sale items (B).

**By the Day Reservation Dialog**

Reservation for: **Laura Clark**  
123 W. 1st Ave.  
Aspen, CO 81650  
970-923-3766

New Invoice ☒ Add to Previous Invoice ☐

New/Select...

Rate Selection:

Adult: 2 Child: 0 Unit Rate: **Unit Rate** Package Selection: **Getaway Ski Weekend** Discount Selection: None

Totals: Innt: 0 Tax Exempt: ☐ Recalculate

Reservation Summary:

Starts: 02/22/2007 Unit: 112 - Queen Queen Daily Reservation Total: \$325.00  
Ends: 02/25/2007 Hourly Reservation Total: \$0.00  
Days: 3 POS Items/Package Items: \$585.00  
Tax: \$65.95  
**Total Charges: \$975.95**

Reason for reservation: None Referral Source: Repeat Business

Edit Lists... OK Cancel

Clicking the Edit Invoice Details button displays the individual transactions that will be posted to the reservation.

Invoice for: <b>Laura Clark</b> 123 W. 1st Ave. Aspen, CO 81650 970-923-3766										
Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total	
Daily	1	02/22/07			112 - Queen Queen	1.00	\$95.00	Full Tax	\$105.36	
Package	1	02/22/07			Massage (1 Hr.)	2.00	\$150.00	Standard	\$164.85	
Package	1	02/23/07			Breakfast	2.00	\$15.00	Local	\$15.54	
Package	1	02/22/07			Full Day Adult Lift Ticket	2.00	\$130.00	Local	\$134.68	
Daily	1	02/23/07			112 - Queen Queen	1.00	\$115.00	Full Tax	\$127.54	
Package	1	02/24/07			Breakfast	2.00	\$15.00	Local	\$15.54	
Package	1	02/23/07			Full Day Adult Lift Ticket	2.00	\$130.00	Local	\$134.68	
Daily	1	02/24/07			112 - Queen Queen	1.00	\$115.00	Full Tax	\$127.54	
Package	1	02/25/07			Breakfast	2.00	\$15.00	Local	\$15.54	
Package	1	02/24/07			Full Day Adult Lift Ticket	2.00	\$130.00	Local	\$134.68	

The standard Rack rate is being applied to the reservation. The Rack rate is defined in Tools > Unit and Rate Setup > Unit Rate Plans.

**Unit Setup**

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

**1 Unit Type / Rate Plan**

Rate Plan	Rental by Day or Hour	Tax Class
Queen Queen	Daily	Full Tax
King	Daily	Full Tax
Suite	Daily	Full Tax
Meeting Rooms	Hourly	Full Tax
Hot Air Balloon Rides	Hourly	Local Tax
Boat Rentals	Hourly	Local Tax

**2 Rate Names**

Rate Name	Rate Period	Default Package	Sort	Bookable
Rack	Daily	None	1	<input checked="" type="checkbox"/>
AAA	Daily	None	2	<input checked="" type="checkbox"/>
Test	Daily	None	3	<input type="checkbox"/>

**3 Seasonal Rates**

Standard Settings								Weekend Settings (Select days that apply)									
Start Date	Rate	Base Cap	+ Adult	+ Child	+ Todlr	+ Infnt	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len	
10/01/2005	\$95.00	2	\$20.00	\$10.00	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$115.00	0	
03/01/2006	\$145.00	2	\$20.00	\$10.00	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$165.00	0	
05/26/2006	\$165.00	2	\$20.00	\$10.00	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$205.00	0	
09/04/2006	\$95.00	2	\$20.00	\$10.00	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$115.00	0	

Close



**A package can be linked to a rate name by selecting a package from the Default Package drop-down list. With the package linked to the rate name, the reservationist does NOT have to select it in the “by the Day Reservation Dialog.”**

A benefit of using standard unit rate packages is that all seasonal and daily rate fluctuations are automatically accounted for when making the package reservation. For example, in the Edit Invoice window displayed at the top of this page, the standard weekday Rack rate of \$95.00 is automatically applied the first day of the reservation and then the weekend Rack rate of \$115.00 is applied to the second and third nights.

Conversely, with rate inclusive packages (described in the previous section), the room rate is defined once (for example \$100.00/night) and does not dynamically update based on the number of people in the room, the day of the week, or the time of year.

Standard unit rate packages are defined in the same manner as rate inclusive packages, using the Tools > Unit and Rate Setup > Packages tab. The only difference when defining a standard unit rate package is the absence of a “rate” component.

In our example, three point of sale items are included in the Getaway Ski Weekend package:

- Massage (1HR)
- Full day adult lift ticket
- Breakfast

**Unit Setup**

Unit Groups | Unit Rate Plans | Individual Units | **Packages** | Taxes, Discounts | Options | Revenue Accounts, Deposits

Create new packages by clicking on the Add New button at the bottom. Changing an existing package will only affect existing reservation if you edit them. The components of the package are shown at right. Bookable applies to items that are bookable on the RezStream Booking Engine when using the Booking Engine.

Add items to a package by picking the item from the bottom list of POS items and then clicking on the double up arrow button. First and Last means that item is added on the first or last date of reservation. Adult and Child multiplies the number of persons times the item per day. Day+ makes the date on the item one greater than the reservation date and applies to items like breakfast where there is no breakfast on the arrival date but there is on the day after the last night. Once is a one time charge.

Packages		
Description	Length	Bookable
None	0	<input checked="" type="checkbox"/>
Yachats Music Festival	2	<input checked="" type="checkbox"/>
Golf Getaway	2	<input checked="" type="checkbox"/>
Wine Tasting Festival	2	<input checked="" type="checkbox"/>
Getaway Ski Weekend	2	<input checked="" type="checkbox"/>
Fly Fishing Getaway	2	<input checked="" type="checkbox"/>
Lunch and Coffee Service	0	<input type="checkbox"/>
Property Day Pass	1	<input checked="" type="checkbox"/>
NBA All-Star Package	2	<input checked="" type="checkbox"/>

Items in Package										
Item Description	Adult	Child	Todlr	Innt	Price	First	Last	Day+	Once	Rate
► Massage (1 Hr.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$75.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Full Day Adult Lift	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$65.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Breakfast	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$7.50	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Based on the checkboxes in the Items in Package table, the point of sale items will be charged in the following manner.

- Massage – a one-time \$75.00 charge multiplied times the number of adults on the reservation.
- Full day adult lift ticket – a daily \$65.00 charge multiplied times the number of adults on the reservation.
- Breakfast – a \$7.50 charge multiplied times the number of adults on the reservation and applied the second day of the reservation and each subsequent day, including the day of checkout.

To illustrate these charges, the Edit Invoice window is displayed below.

**Message - a one-time charge.**

**Lift Tickets - a daily charge**

**Breakfast - daily charge, including the day of checkout.**

Invoice for: <b>Lois Clark</b> 123 W. 1st Ave. Aspen, CO 81660 970-923-3766									
Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
Daily	1	02/22/07			112 - Queen Queen	1.00	\$95.00	Full Tax	\$105.36
Package	1	02/22/07			Massage (1 Hr.)	2.00	\$150.00	Standard	\$164.85
Package	1	02/23/07			Breakfast	2.00	\$15.00	Local	\$15.54
Package	1	02/23/07			Full Day Adult Lift Ticket	2.00	\$130.00	Local	\$134.68
Daily	1	02/23/07			112 - Queen Queen	1.00	\$115.00	Full Tax	\$127.54
Package	1	02/24/07			Breakfast	2.00	\$15.00	Local	\$15.54
Package	1	02/23/07			Full Day Adult Lift Ticket	2.00	\$130.00	Local	\$134.68
Daily	1	02/24/07			112 - Queen Queen	1.00	\$115.00	Full Tax	\$127.54
Package	1	02/25/07			Breakfast	2.00	\$15.00	Local	\$15.54
Package	1	02/24/07			Full Day Adult Lift Ticket	2.00	\$130.00	Local	\$134.68

## PER PERSON RATE PACKAGES

The third type of RezStream Professional package is a **per person rate** package where point of sale items are bundled with a per person room rate. This method is popular with outfitter customers (properties that sell fly fishing or hunting excursions, boat rentals, dude ranches, etc.) where there is a per person/per day lodging charge in addition to a menu of "activity" add-ons. In our example, we will be configuring the following Fly Fishing Getaway package:

PACKAGE ITEM	WHEN IS THE ITEM CHARGED?	AMOUNT
Lodging	Per adult, per day	\$85.00 (high season)
Breakfast	Daily, beginning the 2 <sup>nd</sup> day (including checkout day)	\$10.00
Day guided float trip	Per adult, per day (included on the day of check in but NOT on the day of checkout)	\$175.00
Lunch	Per adult, per day (included on the day of check in but NOT on the day of checkout)	\$20.00
Flies	Once	\$25.00
Miscellaneous accessories (tippet, leader, strike indicators, split shots, etc.)	Once	\$50.00

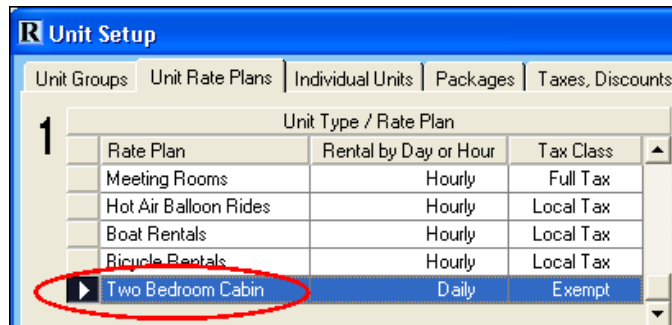
The following steps outline the process for creating **per person rate** packages.

1. Define per person/per day room rates.
2. Define the package.
3. Link the package to the rate.
4. Test the package and rate combination.

### Define Per Person/Per Day Room Rates

The first step in defining our sample Fly Fishing Getaway package is to create per person/per day room rates. Use the following steps to create the \$85.00 per person/per day room rate.

1. From the top toolbar in RezStream Professional, click Tools > Unit and Rate Setup.
2. Click the Unit Rate Plans tab.
3. Highlight the unit type/rate plan that applies. In our example, we will define per person/per day rates for the Two Bedroom Cabin unit type/rate plan.



4. Click the Add New Rate Name button on the Unit Setup screen.

The screenshot shows the 'Unit Setup' window with several tabs: Unit Groups, Unit Rate Plans, Individual Units, Packages, Taxes, Discounts, Options, and Revenue Accounts, Deposits. The 'Unit Rate Plans' tab is active. It contains two main sections: 'Unit Type / Rate Plan' and 'Rate Names'.

**Unit Type / Rate Plan Table:**

Rate Plan	Rental by Day or Hour	Tax Class
Meeting Rooms	Hourly	Full Tax
Hot Air Balloon Rides	Hourly	Local Tax
Boat Rentals	Hourly	Local Tax
Bicycle Rentals	Hourly	Local Tax
Two Bedroom Cabin	Daily	Exempt

**Rate Names Table:**

Rate Name	Rate Period	Default Package	Sort	Bookable
Rack	Daily	None	1	<input type="checkbox"/>
Per Person/Per Day	Daily	None	2	<input type="checkbox"/>

The 'Add New Rate Name' button is circled in red in the original image.

5. A new line is added to the Rate Names table. Enter a descriptive name for the rate name, Per Person/Per Day.

The screenshot shows the 'Rate Names' table with two rows. The second row, 'Per Person/Per Day', is circled in red in the original image.

Rate Name	Rate Period	Default Package	Sort	Bookable
Rack	Daily	None	1	<input type="checkbox"/>
Per Person/Per Day	Daily	None	2	<input type="checkbox"/>

6. The rate period field will be set at Daily, indicating that per person charges will be applied to the guest folio each day.
7. Once we are finished defining the Fly Fishing Getaway package, we will return to the Rate Names table and link the Fly Fishing Getaway package to the Per Person/Per Day rate name.
8. Enter a checkmark in the bookable column, if the rate should be made available to guests making reservations via the RezStream Booking Engine.
9. Per person rates can be configured to vary based on seasons. In our example, the \$85.00 rate listed in the table on page 90 is based on high season rates. Per person rates will be added based on the following seasons and daily rate amounts.

SEASON	PER PERSON/PER DAY RATE
01/01/07 – 04/30/07	\$50.00
05/01/07 – 06/14/07	\$60.00
06/15/07 – 09/14/07	\$85.00
09/15/07 – 10/31/07	\$60.00
11/01/07 – 12/31/07	\$50.00

- A. From the Unit Setup screen, click the Add New Season button.
- B. Enter the season start date, 01/01/07.
- C. Enter \$0.00 in the rate column.
- D. Enter a base cap of 0. A base cap of 0, coupled with a rate of \$0.00, is the trigger for per person/per day rates.
- E. Enter the per person/per adult charge of \$50.00.
- F. If necessary, additional rates can be entered for children, toddlers, and infants (note that these three rate person types can be customized to suit your property's needs).
- G. Weekend per person rates can also apply.

- H. Repeat steps A – G to add the additional three seasons defined in the table in step #9 on the previous page.

Seasonal Rates													
Standard Settings								Weekend Settings (Select days that apply)					
Start Date	Rate	Base Cap	+ Adult	+ Child	+ Todd	+ Infant	Min Len	Sun	Mon	Tue	Wed	Thu	Fri
01/01/2007	\$0.00	0	\$50.00	\$0.00	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
05/01/2007	\$0.00	0	\$60.00	\$0.00	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
06/15/2007	\$0.00	0	\$85.00	\$0.00	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
09/15/2007	\$0.00	0	\$60.00	\$0.00	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11/01/2007	\$0.00	0	\$50.00	\$0.00	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**Per person/per stay rates can also be defined in RezStream Professional. For additional information, please review the section titled Per Person/Per Stay Rates on page 58.**

### Define the Package

With the per person/per day room rate defined, we will now create the Fly Fishing Getaway package. In this section, we will assume that the point of sale items included in this package and listed in the table on page 90 have already been defined. For additional information about creating point of sale items, please see the section titled **Defining Point of Sale Items** on page 76.

Use the following steps to define the Fly Fishing Getaway package.

1. From the top toolbar, click Tools > Unit and Rate Setup and select the Packages tab.
2. Click the Add New Package button.



3. Complete the fields in the Edit Package window and click the Save button.

**Edit Package**

Package Name: Fly Fishing Getaway

Package Length (if any): 0

Bookable on Booking Engine: ☒

Detailed Description used on Booking Engine only: Package includes:  
 \* Breakfast  
 \* 1/2 Day Float trip  
 \* Lunch  
 \* Flies  
 \* All fishing accessories

Maximum length 255 characters - Do not use carriage return

Save Cancel

4. With the Fly Fishing Getaway package highlighted in the Packages table (A), highlight the first point of sale item that will be added to the package, breakfast (B), and click the Add button (C).

**Units Setup**

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

Create new packages by clicking on the Add New button at the bottom. Changing an existing package will only affect existing reservation if you edit them. The components of the package are shown at right. Bookable applies to items that are bookable on the RezStream Booking Engine when using the Booking Engine.

**Packages:**

Description	Length	Bookable
None	0	<input checked="" type="checkbox"/>
Yachats Music Festival	2	<input checked="" type="checkbox"/>
Golf Getaway	2	<input checked="" type="checkbox"/>
Wine Tasting Festival	2	<input checked="" type="checkbox"/>
Getaway Ski Weekend	2	<input checked="" type="checkbox"/>
Lunch and Coffee Service	0	<input type="checkbox"/>
Property Day Pass	1	<input checked="" type="checkbox"/>
NBA All-Star Getaway	2	<input checked="" type="checkbox"/>
<b>Fly Fishing Getaway</b>	0	<input checked="" type="checkbox"/>

**Items in Package:**

Item Description	Adult	Child	Todlr	Infnt	Price	First	Last	Day+	Once	Rate
Breakfast	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$10.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Pick from Point of Sale Items:**

Item Description	Price
1/2 Day Guided Float Trip	\$175.00
Authentic NBA Basketball	\$65.00
Bar Charge	\$0.00
Basketball Clinic Admission	\$100.00
Bottle of Wine	\$25.00
Box Lunch	\$12.50
<b>Breakfast</b>	\$10.00
Coffee Service	\$3.50
Flies	\$25.00

Add New Package Edit Package

5. A \$10.00 charge per adult will be charged for breakfast each day, including the day of checkout. Check the Adult, First, Last, and Day+ checkboxes.

Items in Package										
	Item Description	Adult	Child	Todlr	Infnt	Price	First	Last	Day+	Once
▶	Breakfast	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$10.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

6. Add the float trip and lunch point of sale items. Both of these items will be charged per adult, per day (excluding the day of checkout). Check the Adult, First, and Last checkboxes.

Items in Package										
Item Description	Adult	Child	Todlr	Infnt	Price	First	Last	Day+	Once	Rate
Breakfast	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$10.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1/2 Day Guided Float	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$175.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lunch	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$20.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. The final two point of sale items, flies and miscellaneous accessories, will be one time charges per adult. Check the Adult and Once checkboxes.

Items in Package										
Item Description	Adult	Child	Pets	Cars	Price	First	Last	Day+	Once	Rate
Breakfast	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$10.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1/2 Day Guided Float	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$175.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lunch	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$20.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$25.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Misc. Accessories	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$50.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Link the Package to the Rate

With individual package items and the per person/per day lodging rate defined, we will now link these two components to simplify the reservation process.

- From the top toolbar, click Tools > Unit and Rate Setup.
- Click the Unit Rate Plans tab.
- Highlight the Two Bedroom Cabin unit type/rate plan (A) and select the Per Person/Per Day rate name.

**Unit Setup**

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options

**1** Unit Type / Rate Plan

Rate Plan	Rental by Day or Hour	Tax Class
Meeting Rooms	Hourly	Full Tax
Hot Air Balloon Rides	Hourly	Local Tax
Boat Rentals	Hourly	Local Tax
Bicycle Rentals	Hourly	Local Tax
<b>A</b> Two Bedroom Cabin	Daily	Exempt

**2** Rate Names

Rate Name	Rate Period	Default Package	Sort	Bookable
Rack	Daily	None	1	<input type="checkbox"/>
<b>B</b> Per Person/Per Day	Daily	None	2	<input type="checkbox"/>

4. Select Fly Fishing Getaway from the default package drop-down list.

Rate Names						
Rate Name	Rate Period	Default Package	Sort	Bookable		
Rack	Daily	None	1	<input type="checkbox"/>		
Per Person/Per Day	Daily	Fly Fishing	2	<input type="checkbox"/>		
		Yachats Music Festival				
		Golf Getaway				
		Wine Tasting Festival				
		Getaway Ski Weekend				
		Lunch and Coffee				
		Seasonal				
		Star Property Day Pass				
Start Date	Rate	Base Cap	+ NBA All-Star Getaway	+ Infrnt		
1/1/2007	\$0.00	0	Fly Fishing Getaway	\$0.00		

5. Click the Close button.

**Unit Setup**

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | Revenue Accounts, Deposits

**1** Unit Type / Rate Plan

Rate Plan	Rental by Day or Hour	Tax Class
Meeting Rooms	Hourly	Full Tax
Hot Air Balloon Rides	Hourly	Local Tax
Boat Rentals	Hourly	Local Tax
Bicycle Rentals	Hourly	Local Tax
Two Bedroom Cabin	Daily	Exempt

Add New Rate Plan

If two or more units share the same seasonal rates, it is considered one rate plan. Please enter a rate plan name for every set of rates that you have. You do not need to enter a different rate plan for every unit that you have unless all are priced differently.

**2** Rate Names

Rate Name	Rate Period	Default Package	Sort	Bookable
Rack	Daily	None	1	<input type="checkbox"/>
Per Person/Per Day	Daily	Fly Fishing	2	<input type="checkbox"/>

Add New Rate Name | Copy Rate Names

Rate Names are the different rates that may be available for a single unit. Examples could be AAA and Business. Rate Names must be created for each unique rate plan. Actual charges are entered below under the various seasonal rates that may be created for each rate. Use the sort column to determine the default rate and which rates are uploaded to online services.

**3** Seasonal Rates

Standard Settings							Weekend Settings: (Select days that apply)													
Start Date	Rate	Base Cap	+ Adult	+ Child	+ Toddler	+ Infrnt	Min Len	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Rate	Min Len				
1/1/2007	\$0.00	0	\$50.00	\$0.00	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$0.00	0				
05/01/2007	\$0.00	0	\$50.00	\$0.00	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$0.00	0				
06/15/2007	\$0.00	0	\$50.00	\$0.00	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$0.00	0				
09/15/2007	\$0.00	0	\$50.00	\$0.00	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$0.00	0				
11/01/2007	\$0.00	0	\$50.00	\$0.00	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$0.00	0				

Add New Season | Copy All Seasons | Copy Single Season | Copy Season Wizard

Close

6. With the link created between the package and the rate name, as soon as the reservationist selects the "Per Person/Per Day" unit rate (A), the package selection (B) defaults to Fly Fishing Getaway. Clicking the Recalculate button (C) displays updated reservation totals for the room rate (\$85 \* 4 Adults = \$340/night \* 3 nights = \$1,020) and package items.

### Test the Package

The final step in creating a per person rate package is to test the package and make sure that all components are posting for the correct amount on the correct day(s). In order to test the package, make a test reservation and click the Edit Invoice Details button on the "by the Day Reservation Dialog" screen.

The Edit Invoice window is displayed. Here, package point of sale items and room rates are sub-totaled by day.

**Edit Invoice**

Invoice for: **Mark Kleinsmith**  
4708 Red Rock Drive  
Larkspur, CO 80118  
303/681-2341 303/517-9913

Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
Daily	1	07/05/07			126 - Two Bedroom	1.00	\$340.00	Exempt	\$340.00
Package	1	07/06/07			Breakfast	4.00	\$40.00	Local	\$41.44
Package	1	07/05/07			1/2 Day Guided Float	4.00	\$700.00	Local	\$725.20
Package	1	07/05/07			Lunch	4.00	\$80.00	Full Tax	\$88.72
Package	1	07/05/07			Fries	4.00	\$100.00	Local	\$103.60
Package	1	07/05/07			Misc. Accessories	4.00	\$200.00	Local	\$207.20
Daily	1	07/06/07			126 - Two Bedroom	1.00	\$340.00	Exempt	\$340.00
Package	1	07/07/07			Breakfast	4.00	\$40.00	Local	\$41.44
Package	1	07/06/07			1/2 Day Guided Float	4.00	\$700.00	Local	\$725.20
Package	1	07/06/07			Lunch	4.00	\$80.00	Full Tax	\$88.72
Daily	1	07/07/07			126 - Two Bedroom	1.00	\$340.00	Exempt	\$340.00
Package	1	07/08/07			Breakfast	4.00	\$40.00	Local	\$41.44
Package	1	07/07/07			1/2 Day Guided Float	4.00	\$700.00	Local	\$725.20
Package	1	07/07/07			Lunch	4.00	\$80.00	Full Tax	\$88.72

All Categories:  Barcode/code entry:

POS Items:  Item Type:  POS

1/2 Day Guided Float Trip  
 Authentic NBA Basketball  
 Bar Charge  
 Basketball Clinic Admission  
 Bottle of Wine  
 Box Lunch  
 Breakfast  
 Coffee Service  
 Fries  
 Fly Fishing Lessons  
 Fly Fishing License

Unit Group:  The Cliffhanger Reso  
 Date:  07/05/2007  
 Description:  1/2 Day Guided Float Trip  
 Quantity:  1  
 Price:  175  
 Discount:  0%  
 Tax Group:  Local Tax

**Totals** | **Payments**

Daily Reservation Total: \$1,020.00  
 Hourly Reservation Total: \$0.00  
 Miscellaneous Items: \$2,760.00  
 Tax: \$116.88  
 Charges: \$3,896.88  
 Paid: \$0.00  
 Due: \$3,896.88

## DEFINING A DEPOSIT POLICY

Click Tools > Unit and Rate Setup and select the Revenue Accounts, Deposits tab to define your property's deposit policy.

Tools Window Help

- Configure
- Display Options
- Letter Design
- List Edit
- POS Inventory
- Print Options
- Online Availability
- Unit and Rate Setup**
- Property Management

**Unit Setup**

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Discounts | Options | **Revenue Accounts, Deposits**

Revenue Accounts

All items that are sold on an invoice (unit rental, POS items and cancel fees) may be assigned to unique or common revenue accounts. Revenue account reports will show the amount of sales for each revenue account.

Account Name	Acct Number	Account Description
General	0000	This item cannot be removed or edited. All new items are assigned to this account until reassigned
Revenue - Room Rentals	40010	Revenue - Rooms
Revenue - Restaurant	40020	Revenue - Restaurant
Revenue - Gift Shop	40030	Revenue - Gift Shop
Revenue - Music Festival Tickets	40040	Revenue - Music Festival Tickets

**Two Tier Deposit Due Dates**

Use the two tier system when your business requires an initial deposit followed by a second deposit prior to the guest's arrival.

**First Deposit Policy**

☐ Percent of total  
☐ Percent of average day  
☒ Percent of first day  
☐ Percent of last day  
☐ Fixed Amount  
☐ Include Tax

100

☒ days after creation  
☐ days prior to arrival  
☐ Specific date

10

**Second Deposit Policy**

☐ Percent of total  
☐ Percent of average day  
☒ Percent of first day  
☐ Percent of last day  
☐ Fixed Amount  
☐ Include Tax

100

☐ days after creation  
☒ days prior to arrival  
☐ Specific date

14

RezStream Professional supports two automatic deposit calculations. The radio buttons are used to define how your property automatically calculates deposit amounts and dates. Enter the percentage of the deposit amount and the number of days (or a specific date) in the text field to the left of the radio buttons.

In the example below, the property requires 100% of the first night's room charge seven days after the reservation is made (A). Then, the balance is due seven days prior to arrival (B).

**Revenue Accounts**

All items that are sold on an invoice (unit rental, POS items and cancel fees) may be assigned to unique or common revenue accounts. Revenue account reports will show the amount of sales for each revenue account.

Account Name	Acct Number	Account Description
General	0000	This item cannot be removed or edited. All new items are assigned to this account until reassigned
Revenue - Room Rentals	40010	Revenue - Rooms
Revenue - Restaurant	40020	Revenue - Restaurant
Revenue - Gift Shop	40030	Revenue - Gift Shop
Revenue - Music Festival Tickets	40040	Revenue - Music Festival Tickets

Add New Revenue Account

**Two Tier Deposit Due Dates**

Use the two tier system when your business requires an initial deposit followed by a second deposit prior to the guest's arrival.

**First Deposit Policy**

☐ Percent of total  
☐ Percent of average day  
☒ Percent of first day  
☐ Percent of last day  
☐ Fixed Amount  
☐ Include Tax

☒ days after creation  
☐ days prior to arrival  
☐ Specific date

100

7

A

**Second Deposit Policy**

☒ Percent of total  
☐ Percent of average day  
☐ Percent of first day  
☐ Percent of last day  
☐ Fixed Amount  
☐ Include Tax  
☐ Calculate single day at 100%

☐ days after creation  
☒ days prior to arrival  
☐ Specific date

100

7

B

When a reservation is made, the deposit dates and amounts are stored in the Contact Data screen, under the Payments tab.

**Contact Invoice History 1/4**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
3	3/23/2007	5/1/2007	5/5/2007	1 W	5	\$848.41	\$0.00	3
2	3/23/2007	3/23/2007	3/26/2007	2 W	4	\$687.60	\$165.00	2

Starts: Tue, May 01, 2007    Departs: Sun, May 06, 2007    Length: 5    Start Unit: 1 W

Adult 2    Todlr 0    Daily Reservation Total: \$765.00    Charges: \$848.41

Child 0    Infnt 0    Hourly Reservation Total: \$0.00    Paid: \$0.00

Checked In:    Point of Sale Charges: \$0.00    Due: \$848.41

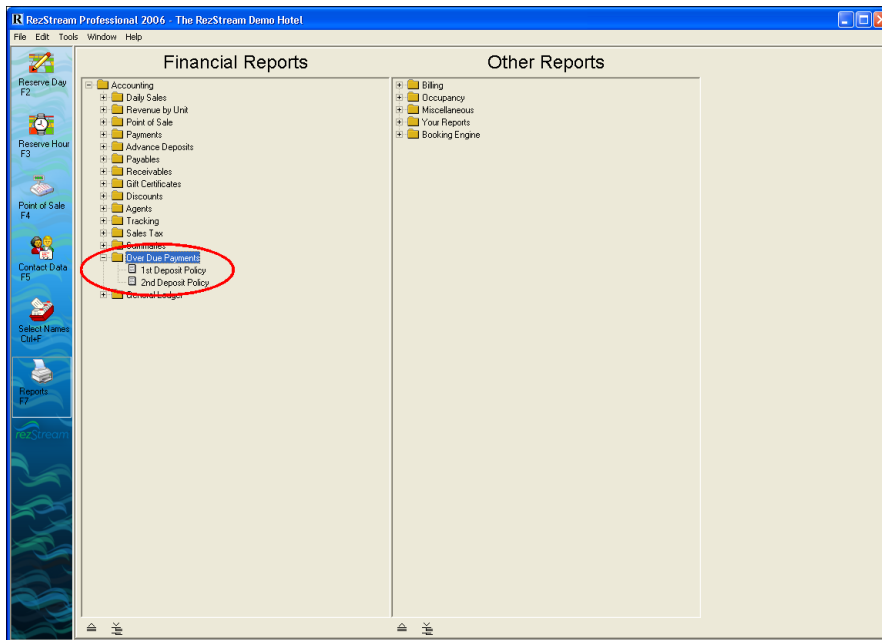
Checked Out:    Tax: \$83.41    Last Change: 3/23/2007

**Payments**

Date	Paid to Inv	Pay Type	CC #	CC Return
03/30/07	145			
04/24/07	145			

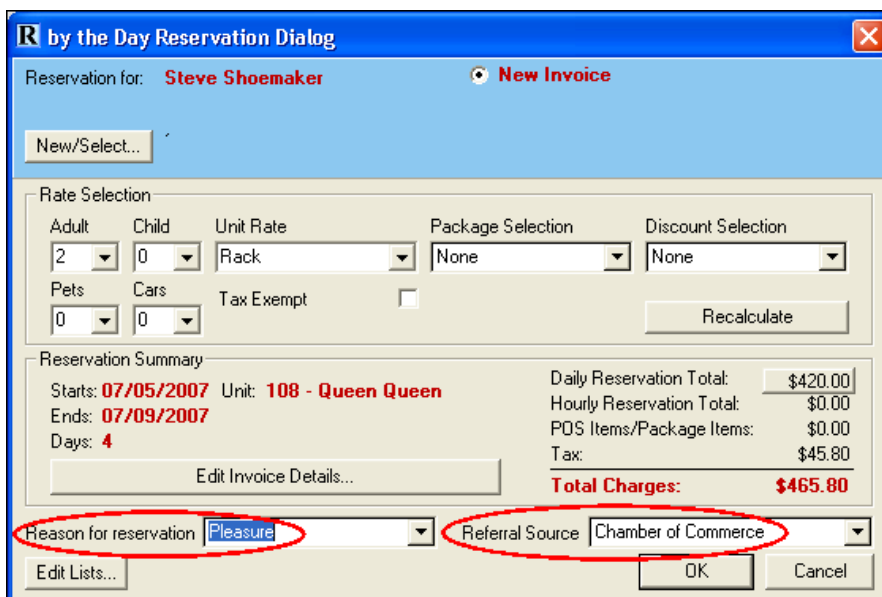
Add... Edit... Delete... Reassign...

The Over Due Payments reports can then be used to track both first and second deposits.

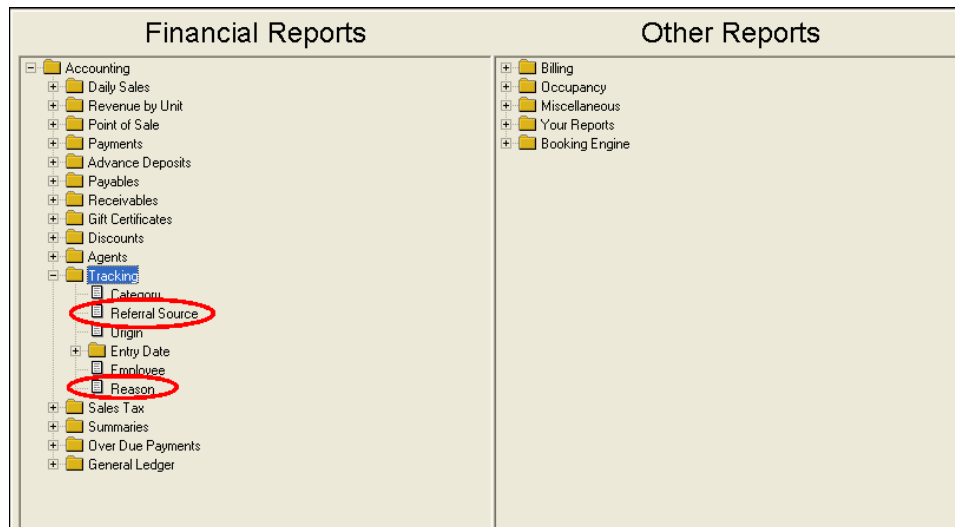


## DEFINING SOURCES AND REASONS

Sources track how guests found out about your property. Reasons track why guests are visiting your property. Both help when deciding how to spend marketing dollars and which marketing outlets are profitable. Sources and reasons are assigned to reservations on the "by the Day Reservation Dialog" screen.

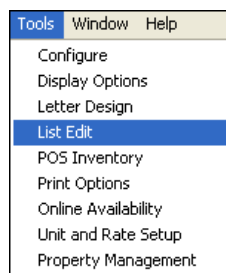


Reports can then be printed that track revenue by both reasons and sources.

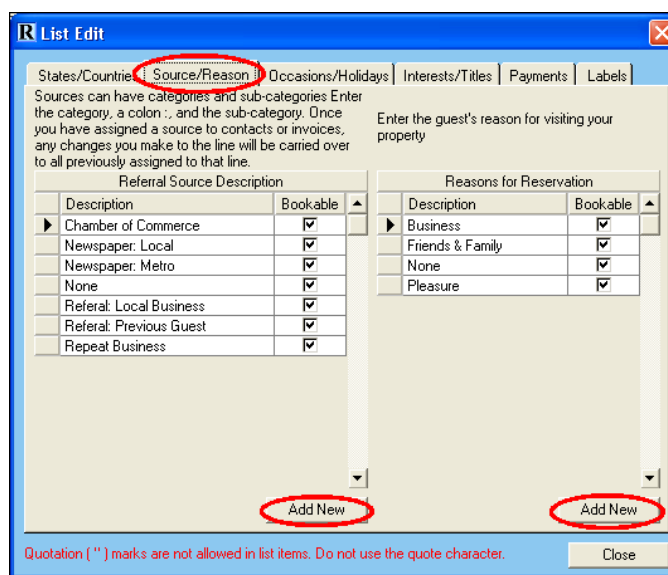


Use the following steps to create reservation reasons and sources.

1. Click Tools > List Edit.



2. Select the source/reason tab and click the appropriate Add New button (for either sources or reasons).





3. A new line is added to the Referral Source Description table or Reasons for Reservation table.

**R List Edit**

States/Countries | Source/Reason | Occasions/Holidays | Interests/Titles | Payments | Labels

Sources can have categories and sub-categories. Enter the category, a colon :, and the sub-category. Once you have assigned a source to contacts or invoices, any changes you make to the line will be carried over to all previously assigned to that line.

Enter the guest's reason for visiting your property

Referral Source Description	
Description	Bookable
Chamber of Commerce	<input checked="" type="checkbox"/>
Newspaper: Local	<input checked="" type="checkbox"/>
Newspaper: Metro	<input checked="" type="checkbox"/>
None	<input checked="" type="checkbox"/>
Referat: Local Business	<input checked="" type="checkbox"/>
Referat: Previous Guest	<input checked="" type="checkbox"/>
Repeat Business	<input checked="" type="checkbox"/>
	<input type="checkbox"/>

Add New

Reasons for Reservation	
Description	Bookable
Business	<input checked="" type="checkbox"/>
Friends & Family	<input checked="" type="checkbox"/>
None	<input checked="" type="checkbox"/>
Pleasure	<input checked="" type="checkbox"/>

Add New

Quotation ( " ) marks are not allowed in list items. Do not use the quote character.

Close

4. Enter a description for the new source/reason. Enter a checkmark in the bookable column if the new source/reason should be available for online reservations made via the RezStream Booking Engine.

**R List Edit**

States/Countries | Source/Reason | Occasions/Holidays | Interests/Titles | Payments | Labels

Sources can have categories and sub-categories. Enter the category, a colon :, and the sub-category. Once you have assigned a source to contacts or invoices, any changes you make to the line will be carried over to all previously assigned to that line.

Enter the guest's reason for visiting your property

Referral Source Description	
Description	Bookable
Chamber of Commerce	<input checked="" type="checkbox"/>
Newspaper: Local	<input checked="" type="checkbox"/>
Newspaper: Metro	<input checked="" type="checkbox"/>
None	<input checked="" type="checkbox"/>
Referat: Local Business	<input checked="" type="checkbox"/>
Referat: Previous Guest	<input checked="" type="checkbox"/>
Repeat Business	<input checked="" type="checkbox"/>
# Website	<input checked="" type="checkbox"/>

Add New

Reasons for Reservation	
Description	Bookable
Business	<input checked="" type="checkbox"/>
Friends & Family	<input checked="" type="checkbox"/>
None	<input checked="" type="checkbox"/>
Pleasure	<input checked="" type="checkbox"/>

Add New

Quotation ( " ) marks are not allowed in list items. Do not use the quote character.

Close



**For additional information about the RezStream Booking Engine, please contact RezStream sales at 866-360-8210.**

## INSTALLATION TIPS & TROUBLESHOOTING

Use this section for tips on configuring RezStream Professional. Common troubleshooting questions have also been included.

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### TIPS

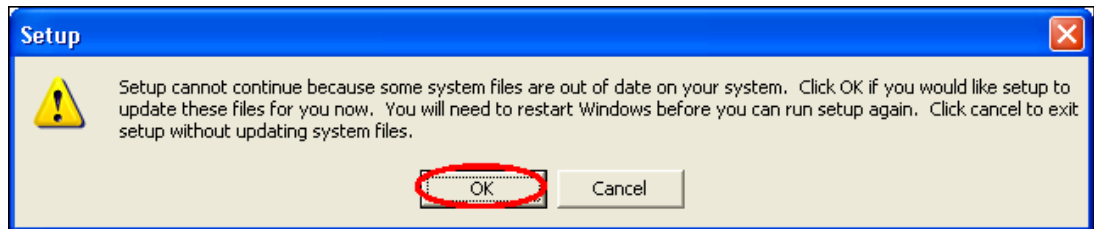
1. Do not use commas, quotation marks, or apostrophes when entering customer names, point of sale items, or other data. These characters are used for processing data in the RezStream Professional database and can cause problems when encountered in text fields.
2. RezStream Professional is an auto-save program. You do not have to click a save button to save data in the program. The exception to this rule is that certain windows and dialog boxes have a Close or Update button. When encountered, click these buttons to save your changes.
3. If you convert data from another software program into RezStream Professional, you will still have to complete the setup steps described in this document. Unit rates are not converted from other software programs.
4. Click Tools > Print Options to define a default printer for each type of output generated from RezStream Professional.
5. Property management is an optional add-on to RezStream Professional and allows condominium properties to track individual owner revenue. For additional information on RezStream Professional's property management features, please contact RezStream sales toll-free at 866-360-8210.
6. RezStream offers greater email functionality when used with Microsoft Outlook (not Outlook Express). Microsoft Outlook is included with Microsoft Office. To set Microsoft Outlook as your default mail program, go to Start > Control Panel > Internet Options > Programs and set the email option to Outlook.
7. RezStream cannot email guest correspondence letters if you use a web based email service (AOL, Yahoo, Hotmail, etc.) as your default mail program. This is due to the fact that the Windows operating system does not recognize web based email when creating and sending messages from RezStream Professional. However, you may copy and paste letters from RezStream into web based email.
8. You can receive program updates from RezStream by downloading them from within the program. Make sure that you are connected to the Internet and that no other programs are running besides RezStream Professional. Click Help > Support > Download RezStream Update and follow the on-screen instructions. The next time you open the program you will have the latest programming enhancements!

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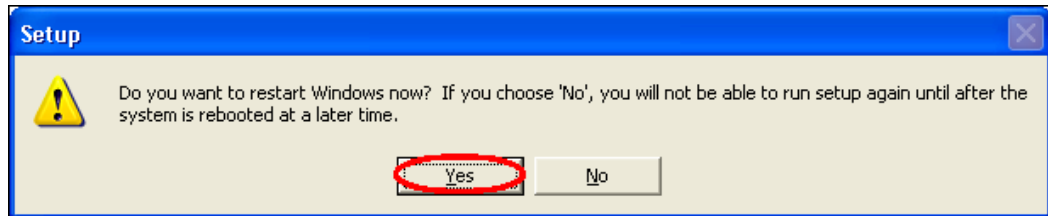
## TROUBLESHOOTING

### INSTALLATION – COPYING SYSTEM FILES

1. During installation, if the Setup program determines that certain Windows operating system files are out of date, the following message is displayed. If this message is displayed, click OK to continue.



2. After clicking OK, the RezStream Professional installation program attempts to copy updated operating system files to your PC. Once the required files are copied, the Setup program prompts for restarting Windows. Save your work in any open applications and click Yes to continue. Your computer will be automatically restarted.

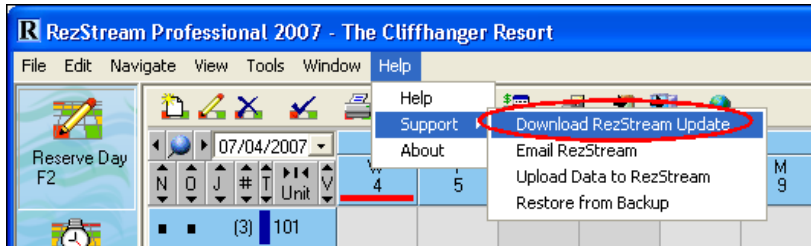


3. After restarting your computer and launching the Setup program, the system may again identify that certain operating system files are out of date. When this happens, RezStream recommends performing all critical Windows system updates. Windows system updates can be downloaded from Microsoft at:

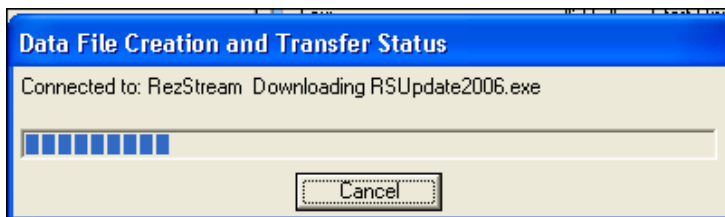
<http://windowsupdate.microsoft.com>

## DOWNLOADING UPDATES

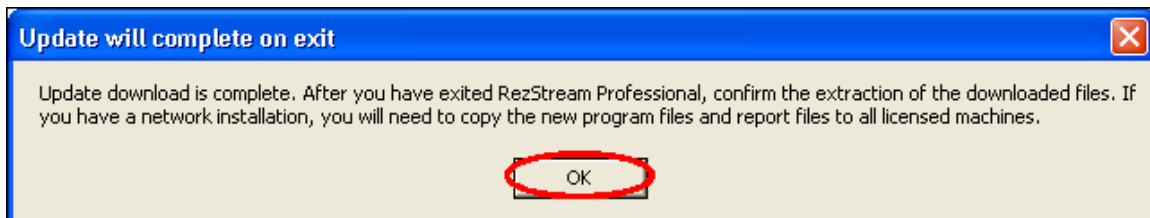
RezStream provides program updates regularly. These updates include new enhancements and program fixes. When you are informed by email about a program update, the update can be downloaded from within RezStream Professional by clicking Help > Support > Download RezStream Update.



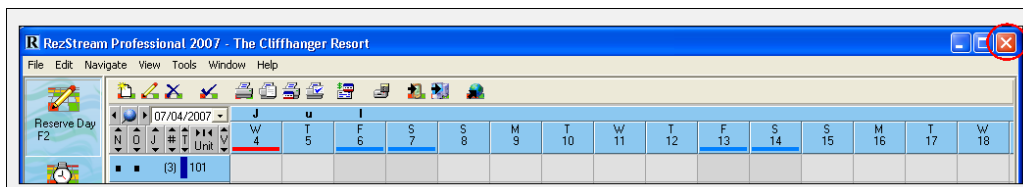
You are automatically connected to the RezStream Update Server and the update process begins.



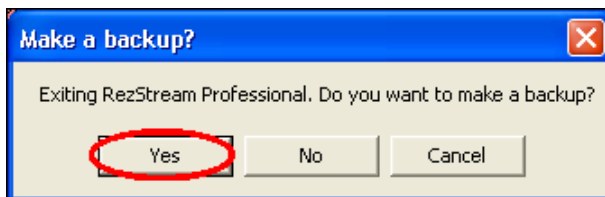
Once the update has been downloaded from the RezStream Update Server, the following prompt is displayed. Click OK to continue.



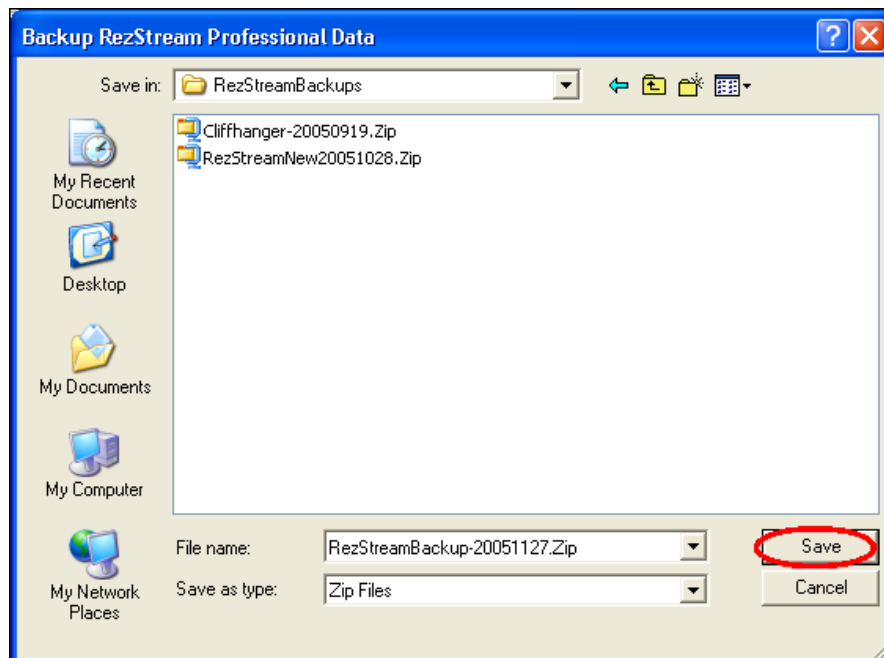
Close RezStream Professional by clicking the "X" in the window's upper right-hand corner.



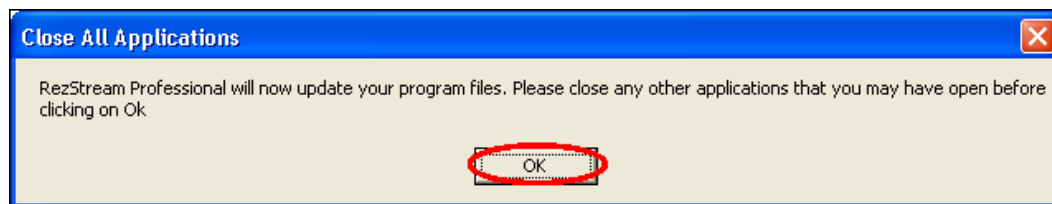
A prompt is displayed asking whether or not you would like to create a system backup.



After clicking Yes to make a backup, the Backup RezStream Professional Data window is displayed. Specify both a name for the backup and a location for storing the .zip file. Click the Save button.



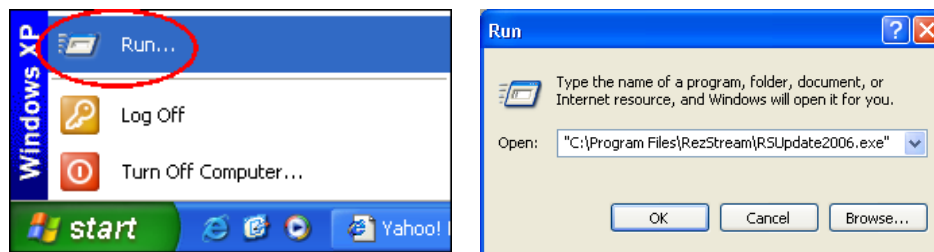
After completing the system backup, the following prompt is displayed. Close any other programs that are currently open and click OK to continue.



## PROGRAM UPDATE

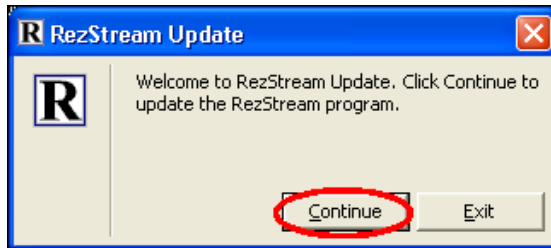
Use the following steps to update RezStream Professional.

1. Click Start > Run and enter the path to the RezStream update file.

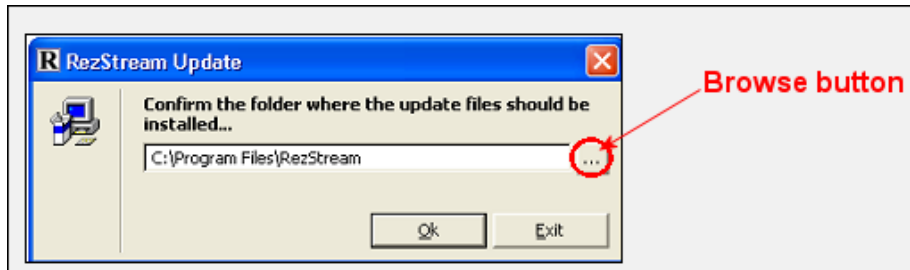


**The default install path for RezStream Professional is C:\Program Files\RezStream. For RezStream customers who purchased the software prior to May 15, 2005, the default location is C:\Program Files\RezOvation.**

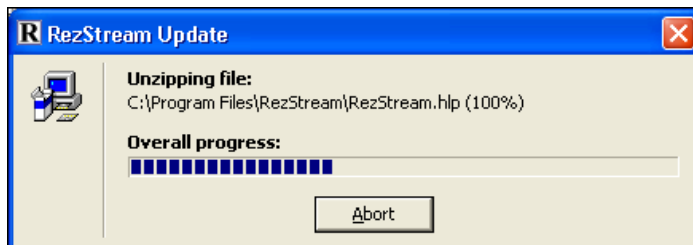
2. The RezStream Update wizard dialog is displayed. Click the Continue button.



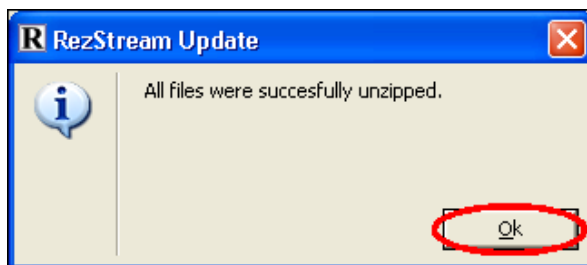
3. The RezStream Update wizard prompts for a location to extract updated program files.



4. After clicking the OK button, updated program files are copied to the specified location.



5. Once all files have been extracted, the following prompt is displayed. Click OK to continue.

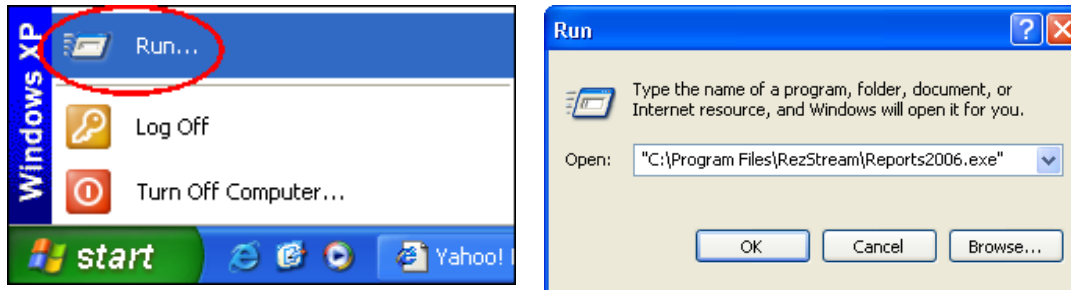


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## REPORTS UPDATE

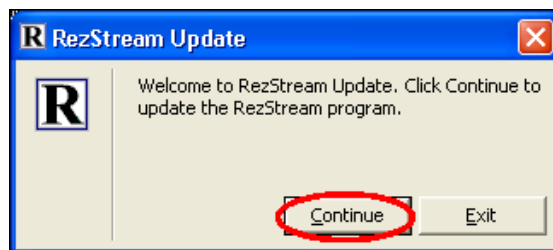
The next part of the RezStream update process is the reports update.

1. Click Start > Run and enter the path to the RezStream reports update file.

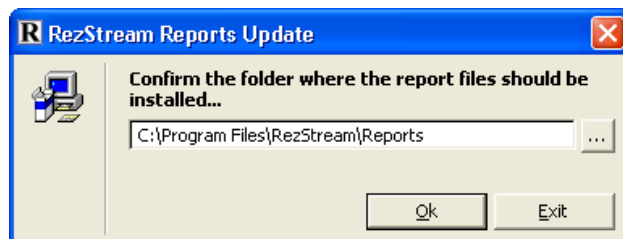


***The default install path for RezStream Professional is C:\Program Files\RezStream. For RezStream customers who purchased the software prior to May 15, 2005, the default location is C:\Program Files\RezOvation.***

2. The RezStream Update wizard dialog is displayed. Click the Continue button.

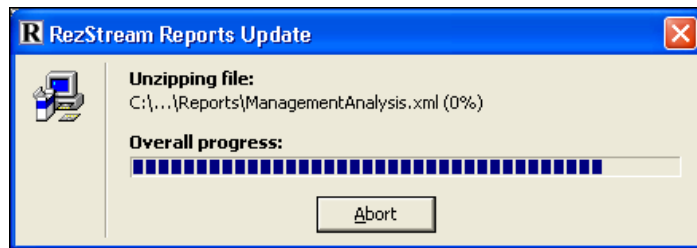


3. The RezStream Reports Update wizard prompts for a location to extract updated report files.

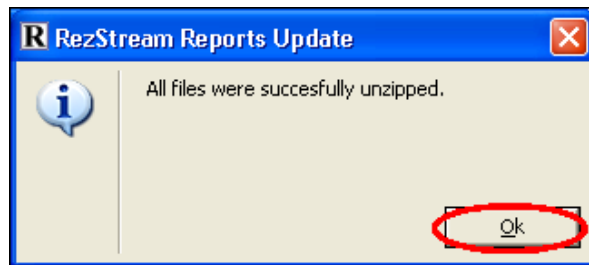


***For RezStream customers who purchased the software prior to May 15, 2005, the default location is C:\Program Files\RezOvation\Reports.***

- After clicking the OK button, updated report files are copied to the specified location.



- Once all files are extracted, the following prompt is displayed. Click OK to continue.

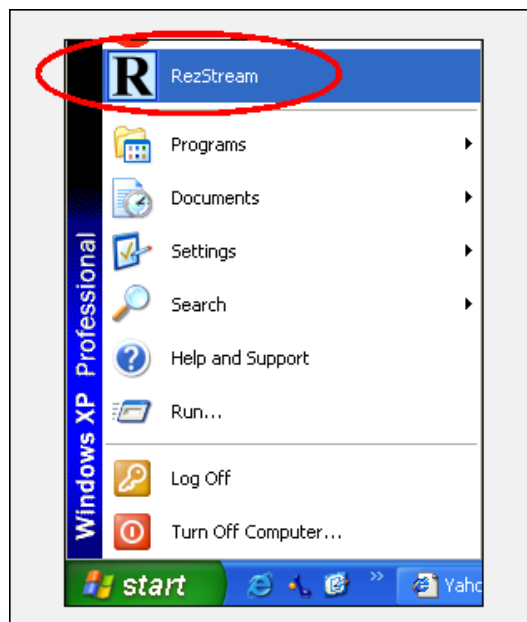


***The update is now complete. Log back on to RezStream Professional.***

## LOGGING ON

Use the following steps for logging on to RezStream Professional.

- Click Start > RezStream.





2. The User Sign On window is displayed. Here, select your RezStream Professional user name from the drop down menu and enter your password.



3. Click the OK button to logon to RezStream Professional.

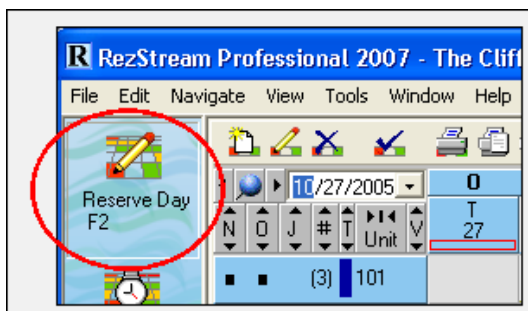
## RESERVATIONS

The following reservation scenarios are described in this section.

- Checking Availability
- Wait List
- Individual Reservations
- Hourly Reservations
- Group Reservations
- Travel Agent Reservations

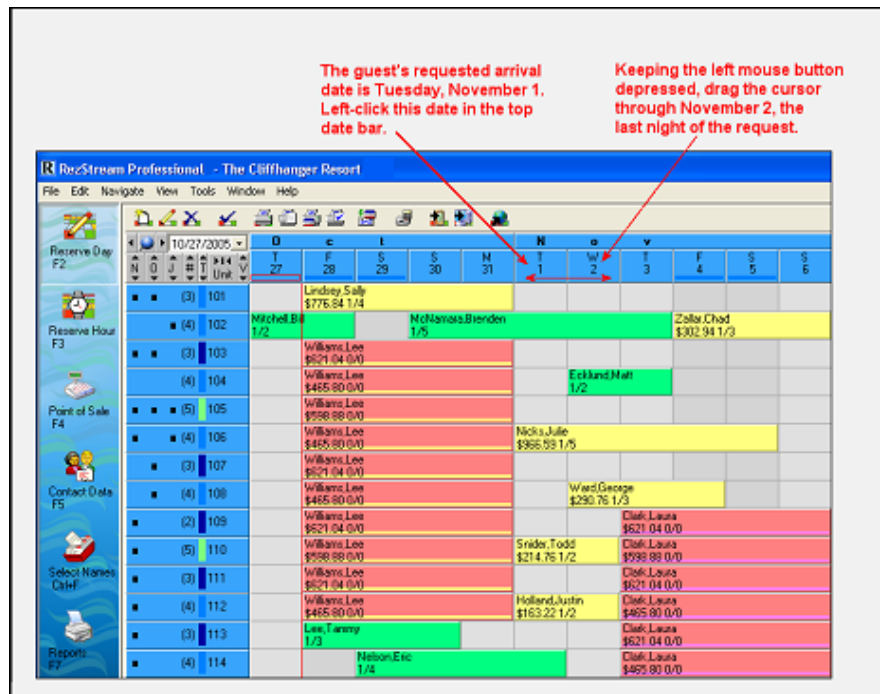
## CHECKING AVAILABILITY

To start any reservation process, logon to RezStream Professional and click the Reserve Day icon or press the F2 key. The Reserve Day icon is at the top of the main toolbar on the left-hand side of the screen.

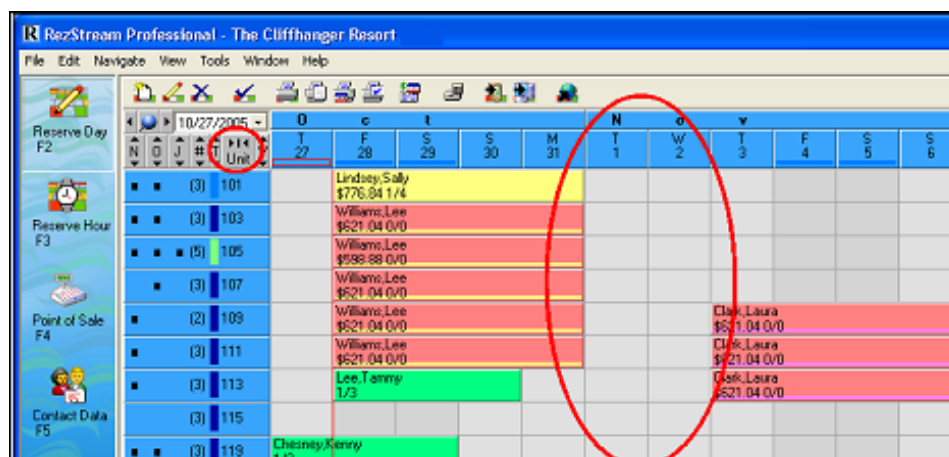


When a guest calls to make a reservation, there are navigational features on the Daily screen to use as shortcuts to help find available rooms. If a guest inquires about a specific date range, use the following steps to sort the Daily screen based on room availability for the desired dates.

Using the calendar bar at the top of the Daily screen, left-click on the guest's preferred arrival date (November 1). While keeping the left mouse button depressed, drag the cursor to the right to include the last night the guest is requesting to be in-house (November 2).



1. After releasing the left mouse button, available rooms for November 1 and November 2 are brought to the top of the Daily screen.



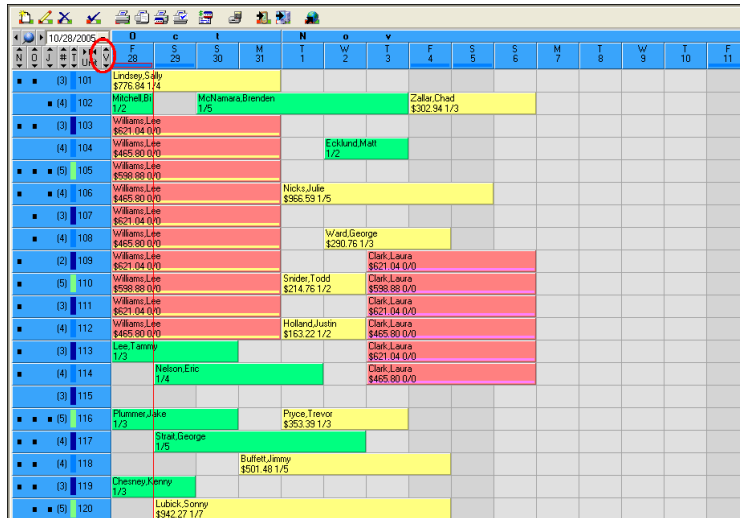
**After checking availability for the requested dates, click the Unit button in the upper left-hand corner of the Daily screen to restore the original unit sort order.**

## SHORTCUTS FOR SCROLLING THE DAILY SCREEN

Use these additional shortcuts for scrolling the Daily screen.

### The “V” Button

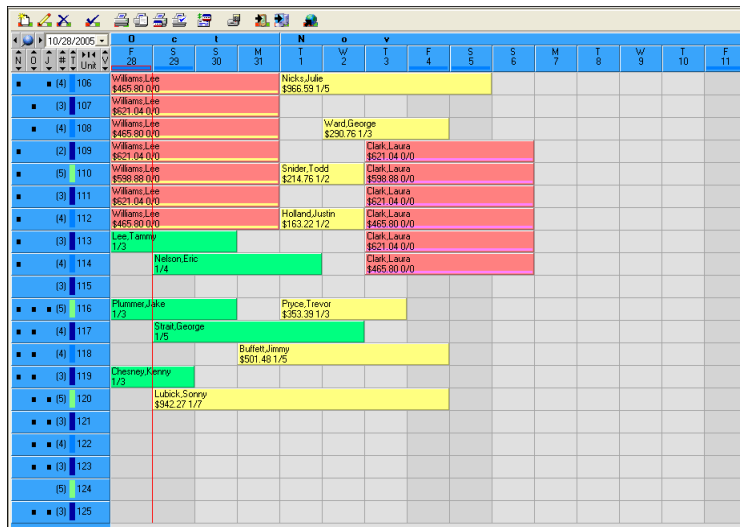
Use the up and down “V” arrows to access all rooms for a property, even those not visible on the current Daily screen. Based on the number of rooms set to display at a time, clicking the down arrow will scroll the Daily screen down to the next bank of rooms. Click the “V” as many times as necessary in to view all property rooms.



	D	c	t	N	a	v	F	S	S	M	T	W	T	F
	28	29	30	31	1	2	3	4	5	6	7	8	9	10
(3) 101	Lindsey, Sally \$776.94 1/4													
(4) 102	Michael, Bill 1/2		McNamara, Brenden 1/5				Zeller, Chad \$302.94 1/3							
(3) 103	Williams, Lee \$621.04 0/0													
(4) 104	Williams, Lee \$465.80 0/0					Ecklund, Matt 1/2								
(5) 105	Williams, Lee \$598.88 0/0													
(4) 106	Williams, Lee \$465.80 0/0					Nicks, Julie \$366.59 1/5								
(3) 107	Williams, Lee \$621.04 0/0													
(4) 108	Williams, Lee \$465.80 0/0					Ward, George \$290.76 1/3								
(2) 109	Williams, Lee \$621.04 0/0						Clark, Laura \$621.04 0/0							
(5) 110	Williams, Lee \$598.88 0/0					Snider, Todd \$214.76 1/2	Clark, Laura \$598.88 0/0							
(3) 111	Williams, Lee \$621.04 0/0						Clark, Laura \$621.04 0/0							
(4) 112	Williams, Lee \$465.80 0/0					Holland, Justin \$163.22 1/2	Clark, Laura \$465.80 0/0							
(3) 113	Lee, Tammy 1/3						Clark, Laura \$621.04 0/0							
(4) 114		Nelson, Eric 1/4					Clark, Laura \$465.80 0/0							
(3) 115														
(5) 116	Plummer, Jake 1/3					Pryce, Trevor \$353.39 1/3								
(4) 117		Strat, George 1/5												
(4) 118						Buffett, Jimmy \$501.46 1/5								
(3) 119	Chesney, Kimmie 1/3													
(5) 120		Lubick, Sonny \$942.27 1/7												

In this example, the property has a total of 25 rooms but has elected to only display 20 rooms at a time on the Daily screen. This value is set by clicking Tools > Display Options > View Options and selecting a value from the “Maximum units to display on daily screen” field.

In the image below, the down “V” has been clicked one time, changing the Daily screen display from rooms 101 – 120 to 106 – 125.



	D	c	t	N	a	v	F	S	S	M	T	W	T	F
	28	29	30	31	1	2	3	4	5	6	7	8	9	10
(4) 106	Williams, Lee \$465.80 0/0													
(3) 107	Williams, Lee \$621.04 0/0													
(4) 108	Williams, Lee \$465.80 0/0						Ward, George \$290.76 1/3							
(2) 109	Williams, Lee \$621.04 0/0							Clark, Laura \$621.04 0/0						
(5) 110	Williams, Lee \$598.88 0/0					Snider, Todd \$214.76 1/2	Clark, Laura \$598.88 0/0							
(3) 111	Williams, Lee \$621.04 0/0						Clark, Laura \$621.04 0/0							
(4) 112	Williams, Lee \$465.80 0/0					Holland, Justin \$163.22 1/2	Clark, Laura \$465.80 0/0							
(3) 113	Lee, Tammy 1/3						Clark, Laura \$621.04 0/0							
(4) 114		Nelson, Eric 1/4					Clark, Laura \$465.80 0/0							
(3) 115														
(5) 116	Plummer, Jake 1/3					Pryce, Trevor \$353.39 1/3								
(4) 117		Strat, George 1/5												
(4) 118						Buffett, Jimmy \$501.46 1/5								
(3) 119	Chesney, Kimmie 1/3													
(5) 120		Lubick, Sonny \$942.27 1/7												
(3) 121														
(4) 122														
(3) 123														
(5) 124														
(3) 125														

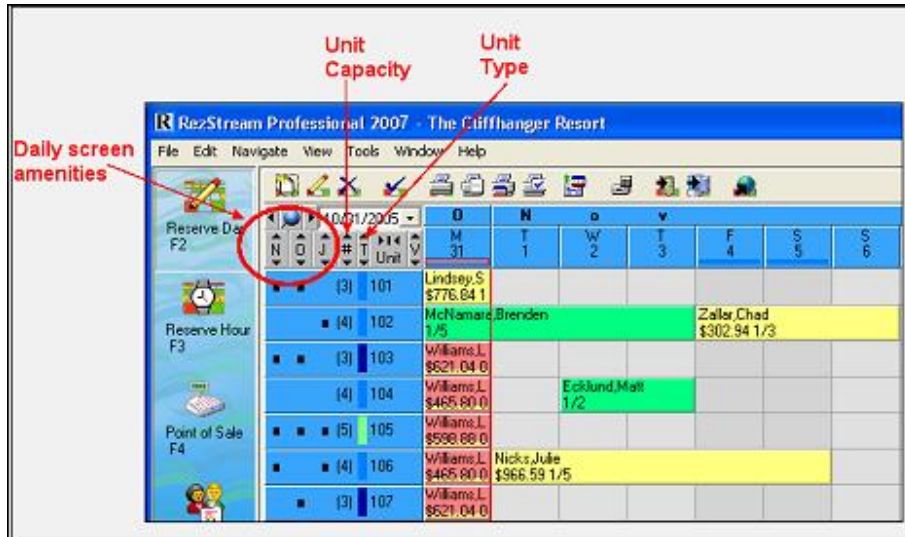


**Alternatively, use the <F11> function key to scroll one page down on the Daily screen and the <F12> function key to scroll one page up.**

## The Amenity Buttons

Amenities help describe units and are assigned to each individual unit in the Tools > Unit and Rate Setup > Individual Units screen. Key amenities that will be sortable on the Daily screen are designated in the Tools > Unit and Rate Setup > Options screen.

In our example, the sortable unit amenities on the Daily screen will be Non-Smoking (N), Ocean View (O), and Jacuzzi Tub (J). If a unit has one or more of these specific amenities, a black square dot will display under the N (Non-Smoking), O (Ocean View), or J (Jacuzzi Tub) heading. In addition to these three Daily screen amenity listings, the Unit Capacity (#) and the color-coded Unit Type (T) are also displayed on the Daily screen.



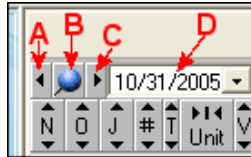
Several amenity sorts can be performed at once. In the example below, a reservationist can view all available Non-Smoking Ocean View rooms on the Daily screen by clicking the "N" up arrow and the "O" up arrow.



**After sorting the Daily screen based on amenities, click the Unit button in the upper left-hand corner of the Daily screen to restore the default unit sort order.**

## Date Functions

The various date functions allow you to scroll the Daily screen's calendar bar in order to view availability for a time frame beyond what is displayed on the Daily screen.



- A. The left arrow allows you to scroll the Daily screen's calendar bar one week at a time to dates prior to the selected date (10/31/2005 in the image above). The image below displays availability for October 31 – November 14.

Click the left arrow to scroll the Daily screen one week prior to the selected date, 10/31/2005 in this example.


10/31/2005															
	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M
N	O	J	#	T	F	S	S	M	T	W	T	F	S	S	M
101	Lindsey S														
	\$776.84														
103	Williams L														
	\$621.04														

Clicking the left arrow one-time changes the dates displayed from October 31 – November 14 to October 24 – November 7.

10/24/2005															
		M		c		t				N		o		v	
		T		T		T		F		S		S		M	
		24		25		26		27		28		29		30	
		31													
		1		2		3		4		5		6		7	
(3)		101													
(3)		103													



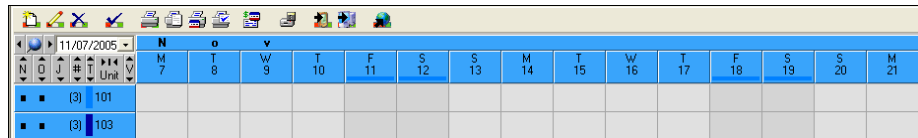
**The default number of days displayed in the Daily screen is defined in the Tools > Display Options > View Options > Default Day view: field. There are three options available: Week (9 days), 2 Weeks (16 days), or Month (38 days).**

- B. The blue circle icon () restores the Daily screen view to today's date. In the example above, the Daily screen is displaying availability for October 24 – November 7. Clicking the blue circle icon returns the Daily screen view to October 31 – November 14.
- C. The right arrow allows you to scroll the Daily screen's date bar one week at a time to dates after the selected date (10/31/2005). The image below displays availability for October 31 – November 14.

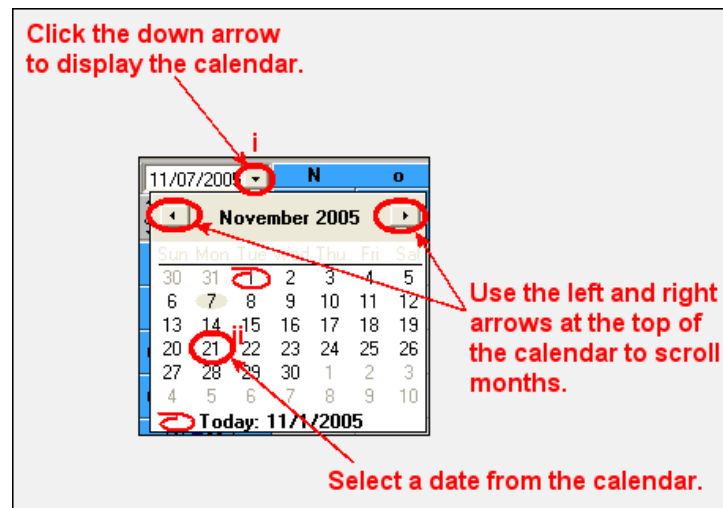
Click the right arrow to scroll the Daily screen one week after the selected date, 10/31/2005 in this example.

10/31/2005															
	<b>O</b>	<b>N</b>	<b>o v</b>												
	M	T	W	T	F	S	S	M	T	W	T	F	S	M	
	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14
■ ■	(3) 101	Lindsey S													
		\$776.84 1													
■ ■	(3) 103	Williams L													
		\$621.04 0													

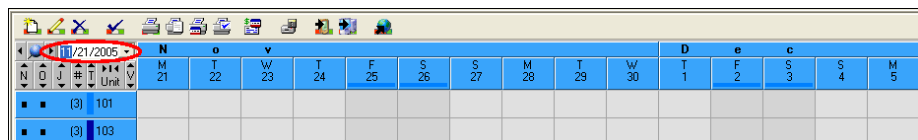
Clicking the right arrow one-time changes the dates displayed from October 31 – November 14 to November 7 – November 21.



- D. The drop-down date field allows even more flexibility by allowing you to select any date to scroll the Daily screen. In the example below, the down arrow is clicked in order to display the calendar (i) and then a date is selected from the calendar (ii).



The Daily screen begins its display based on the selected date (11/21/2005).



**The <F8> function key can be used to scroll the Daily screen back based on the default number of days displayed on the Daily screen. This setting is stored in the Tools > Display Options > View Options > "Default Day view" field (Week, 2 Weeks, or Month).**



**The <F9> function key can be used to scroll the Daily screen forward based on the default number of days displayed on the Daily screen.**

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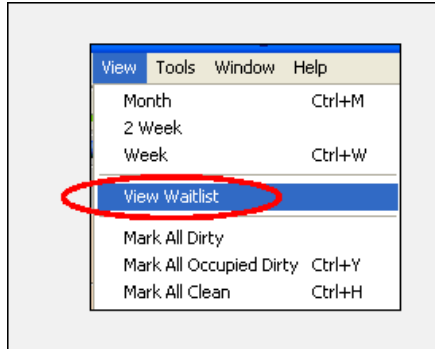
## WAIT LIST

There are two options for placing potential guests on a wait list in RezStream Professional.

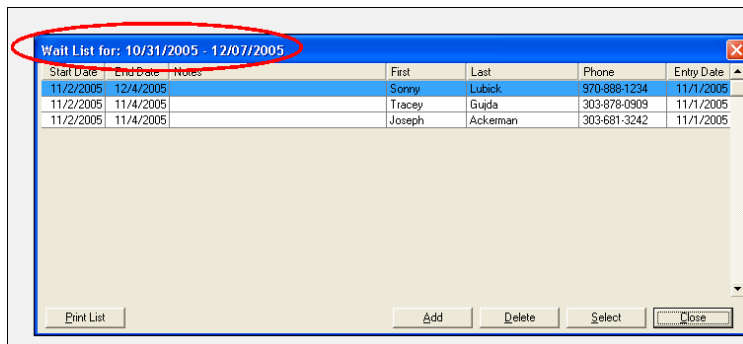
1. View > View Waitlist from the top toolbar in RezStream Professional.
2. Right-click and drag across dates on the Daily screen.

### **VIEW > VIEW WAITLIST**

From the top toolbar, click View > View Waitlist.

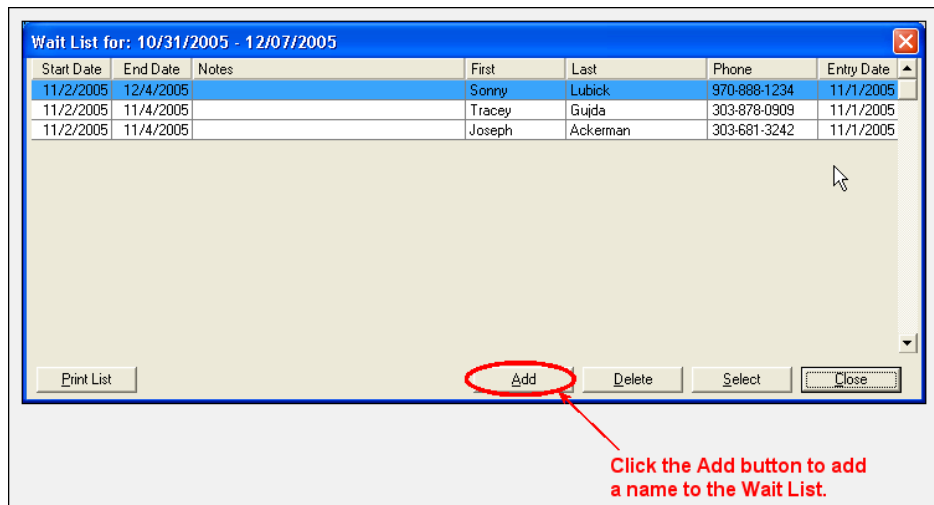


The Wait List window is displayed for a month (38 days) from the active date in the Daily screen. In the example below, the active date on the Daily screen is 10/31/2005. The Wait List window is displayed for 10/31/2005 – 12/7/2005.

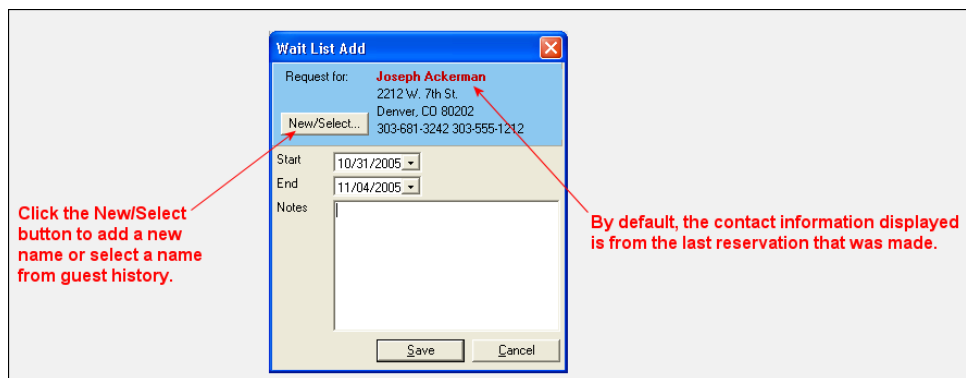


After displaying the Wait List window, use the following steps for adding a guest to the wait list.

1. Click the Add button.



2. The Wait List Add window is displayed.



3. Click the New/Select button to add a new name or select a name from guest history.



4. After clicking the New/Select button, the RezStream Professional Name Search window is displayed. Here, there are two options:
  - A. Double-click a name from guest history to add that person to the wait list.
  - B. Enter a new name by typing the guest's last/first names in the text boxes and then clicking the New button.

Last Name	First Name	Spouse	Address	City	St	Home	Work
Ackerman	Joseph		2212 W. 7th St.	Denver	CO	303-681-32	303-555-12
Bott	Louis		3005 Leslie Dr.	Englewood	CO	720-888-12	720-546-12
Buffett	Jimmy	Jane	3313 W. Palm Beach	West Palm Beach	FL	414-555-12	414-765-12
Chesney	Kenny	Divorced	5431 W. Blue Avenue	Nashville	TN	505-908-12	505-661-12
Clark	Laura		123 W. 1st Ave.	Carbondale	CO	970-923-37	
Ecklund	Matt	Christy	3434 W. Palmer Blvd.	Palmer Lake	CO	719-598-08	719-593-19
Guest	Demo		1855 Blake St.	Denver	CO	303-274-34	866-565-18
Gujda	Tracey		5454 W. 1st Avenue	Lakewood	CO	303-878-09	303-879-99
Holland	Justin		9878 Shields	Fort Collins	CO	970-555-09	970-768-12
Lee	Richard	Mille	43008 112th Place	Sammanish	WA	940-887-99	940-789-45
Lee	Tammy	Mark	4708 Red Rock Drive	Larkspur	CO	303-681-88	303-681-06
Lindsey	Sally		3004 West Maryland	Colorado Springs	CO	719-633-99	719-887-45
Lubick	Sonny	Anne	555 W. Prospect St.	Fort Collins	CO	970-888-12	970-GO-RA
McNamara	Brenden	Laura	2212 Belaire Ave.	Denver	CO	303-767-89	303-888-98
Mitchell	Bill		3800 Gilpin	Denver	CO	303-941-36	303-681-77
Nelson	Eric		3030 W. 3rd Ave.	Longmont	CO	303-238-09	303-323-00
Nicks	Julie	Lance	407 Libra	Colorado Springs	CO	719-338-82	719-477-19
Plummer	Jake		3030 W. Broncos Way	Denver	CO	303-444-34	303-334-16
Pryce	Trevor	Juanita	3343 W. Heavenly	Centennial	CO	303-777-09	303-787-00
Snider	Todd		2212 Charleston Road	Charleston	SC	607-332-09	607-443-12
Strait	George	Mary	2212 W. 5th Avenue	Houston	TX	787-909-88	787-333-12
Ward	George	Suzanne	3030 Wildcat Reserve	Highlands Ranch	CO	303-878-44	720-472-28
Williams	Lee	Carol	3312 W. Highway 6	Edwards	CO	970-333-12	

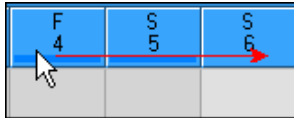
5. The Wait List Add window is updated with the name selected from guest history or the added new guest's name. Update the start and end dates to reflect the dates the potential guest wants to visit the property.

6. Click the Save button to add the name to the wait list.

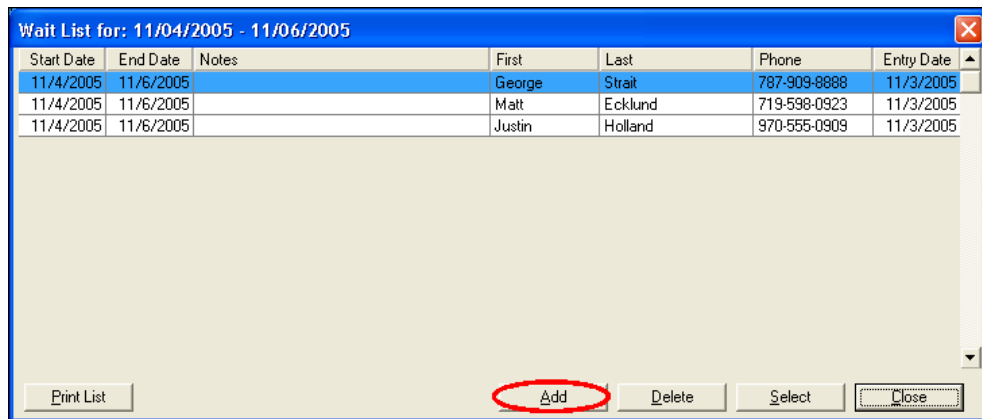
## **RIGHT-CLICK AND DRAG**

The second option for adding a guest to the wait list is to right-click and drag across dates on the Daily screen. This method is described below.

1. From the Daily screen, right-click and drag the cursor across the top calendar bar for the desired wait list dates.



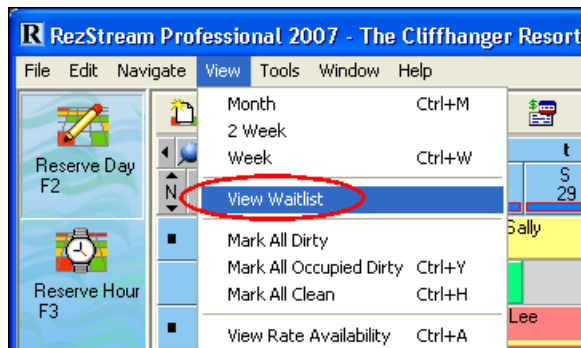
2. The wait list for the selected time frame is displayed. To add a guest to the wait list, click the Add button and follow steps 3-6 outlined in the View > View Waitlist section.



## **PRINTING THE WAIT LIST**

Use the following steps for printing the wait list.

1. From the Daily screen, click View > View Waitlist.



- The Wait List is displayed. Click the Print List button.

Wait List for: 10/25/2006 - 12/01/2006

Start Date	End Date	Notes	First	Last	Phone	Entry Date
10/25/2006	10/28/2006		Matt	Ecklund	719-598-0923	10/26/2006
10/25/2006	12/28/2006		Mario	Bauer	719-887-9898	10/26/2006
10/25/2006	10/28/2006		Joseph	Ackerman	303-681-3242	10/26/2006

Print List Add Delete Select Close

- The Wait List is displayed to the screen. Click the Print button to send it to the printer.

Wait List for: 10/26/2006

Start Date	End Date	Notes	First	Last	Phone	Entry Date
10/25/2006	10/28/2006		Matt	Ecklund	719-598-0923	10/26/2006
10/25/2006	12/28/2006		Mario	Bauer	719-887-9898	10/26/2006
10/25/2006	10/28/2006		Joseph	Ackerman	303-681-3242	10/26/2006

10/26/2006 11:16 AM Page 1 of 1

Copies: 1 All Pages Current Page Print Close

## MAKING A RESERVATION FROM THE WAIT LIST

If a guest cancels during a time frame when other potential customers have requested rooms, the wait list is automatically displayed. Reservations are canceled from the Daily screen by right-clicking and selecting the option for Delete Reservation. Use the following steps for selecting a guest from the wait list and booking a reservation.

1. When the Wait List appears after a room cancellation, highlight the guest's name in the wait list and click the Select button.

Wait List for: 11/16/2006 - 11/18/2006

Start Date	End Date	Notes	First	Last	Phone	Entry Date
11/16/2006	11/17/2006		Ron	Hurley	303/681-3441	11/12/2006
11/16/2006	11/17/2006		Jimmy	Buffelt	414-555-1215	11/12/2006
11/16/2006	11/17/2006		Joy	Brailberg	925-254-6428	11/12/2006

Highlight a name in the wait list and click the Select button.

Buttons: Print List, Add, Delete, Select, Close

2. The Contact Data window is displayed. Click the New Daily Reservation button on the main toolbar.

Click the New Daily Reservation button.

First, Last Name: Mr. Ron Hurley

Address 1: 4908 Red Rock Drive

City, St, Zip: Lakspur CO 80118

Country, Fax: United States of America

Ph Home, Work: 303/681-3441

Business Name: Giraffe Club Soccer

Email Address: hurley@soccerrules.com

Rewards #:

Company Name:

Special Req. #1:

Special Req. #2:

Contact Notes | Private Notes | Details | Contact Log | Photo

Contact Report Notes print with various reports

Contact Category:

Buttons: Inquiry, New, Repeat, Business, Other, Vendor

11/13/2005

Contact Invoice History 25/37

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
679	2/28/2007	11/14/2005	11/16/2005	117	3	\$332.70	\$0.00	679
649	11/14/2006	11/14/2006	11/16/2006	121	3	\$499.05	\$0.00	649
647	11/14/2006	11/14/2006	11/16/2006	120	3	\$415.89	\$0.00	647
646	11/14/2006	11/14/2006	11/16/2006	119	3	\$499.05	\$0.00	646
645	11/14/2006	11/14/2006	11/16/2006	118	3	\$316.08	\$0.00	645
644	11/14/2006	11/14/2006	11/16/2006	117	3	\$499.05	\$0.00	644
643	11/14/2006			3		\$0.00	\$0.00	643
642	11/13/2006			3		\$0.00	\$0.00	642
641	11/13/2006			3		\$0.00	\$0.00	641
640	11/13/2006			3		\$0.00	\$0.00	640

Starts: Mon, Nov 14, 2005

Departs: Thu, Nov 17, 2005

Length: 3

Start Unit: 117

Adult: 2

Pets: 0

Child: 0

Cars: 0

Daily Reservation Total: \$300.00

Hourly Reservation Total: \$0.00

Point of Sale Charges: \$0.00

Checked In:

Checked Out:

Tax: \$32.70

Last Change: 2/28/2007

Charges: \$332.70

Paid: \$0.00

Due: \$332.70

Guest Info | Invoice Notes | Private Notes | Travel Agent | Custom Notes | Payments | Line Items

Payment Data: Visa

Swipe Card...

Credit Card Data:

Exp:

Credit Card Hold:

Confirmation # 679

Cancellation #

Adult: 6

Child: 6

Pets: 6

Cars: 6

Arrive:

Depart:

Letter: Standard

Checked In:

Out:

Batch Print:

Flag:

Invoice Check Box Flags:

Tax Exempt:

Attention:

Custom 2:

Custom 3:

Custom 4:

Custom 5:

Custom 6:

3. The Reservation Date Selection window is displayed. Select the start date for the reservation (1) and the last night the reservation will be in-house (2). Click the Continue button.

**Reservation Date Selection**

1 Pick start date for reservation 11/16/2006

2 Pick last night date 11/17/2006

Or pick reservation length 2

Continue Cancel

4. The Select Units window is displayed. Use the availability filters (A) to find an available room that meets the guest's needs. Click the right arrow button to select it (B), and click the Continue button (C).

**Select Units**

Arriving: 11/16/2006 Last Night: 11/17/2006 Length: 2 (Click on Back to modify)

3 Select Unit Group The Cliffhanger Resort

Select Rate King

Select Amenity Non Smoking

Select Capacity All

Select Unit Color All

Pick from available units 3 All

Short	Long Name	Capacity
101	101 - King	3
117	117 - King	4
119	119 - King	3

Units Selected 1

Short	Long Name	Capacity
103	103 - King	3

Override Automatic Rate Calculation ☐

Back Continue Cancel

5. At the RezStream Professional Name Search window, double-click the highlighted guest name.

**RezStream Professional Name Search**

Hurley Ron New Select Cancel Business Name

Last Name	First Name	Spouse	Address	City	St	Home	Work
Green	Ed		3312 Patricia Way	Colorado Springs	CO	719-632-161	719-593-191
Group	Test						
Guest	Demo		1855 Blake St	Denver	CO	303-274-341	866-565-181
Guida	Tracey		5454 W. 1st Avenue	Lakewood	CO	303-878-091	303-879-991
Harmon	Georgia		2212 North 5th Street	Englewood	CO	303-555-121	720-234-231
Harteringer	Mike						
Haynes	Jeff	Beth	3312 North State Street	Boise	ID	405-665-231	405-443-001
Helton	Todd	Jeannie	4454 North 8th Street	Denver	CO	303-665-981	720-222-541
Herzberg	Louis						
Holland	Justin		9878 Shields	Fort Collins	CO	970-555-091	970-768-121
Hrach	Nathan		8400 East Crescent	Englewood	CO	303-221-001	303-517-331
<b>Hurley</b>	<b>Ron</b>		<b>4908 Red Rock Drive</b>	<b>Larkspur</b>	<b>CO</b>	<b>303/681-341</b>	
Karl	George	Linda	3414 W. Cherry Creek	Denver	CO	303-687-001	720-334-231
Kleinsmith	Julie		308 Leslie Drive	Aspen	CO	719-632-131	719-635-101
Kleinsmith	Mark	Tammy	4708 Red Rock Drive	Larkspur	CO	303/681-231	303/517-991
Kok	David						
Lachnidt	John	Tiffany	2213 W. Briargate	Colorado Springs	CO	719-593-071	719-599-881
Lachnidt	John		2355 N. Pine Creek	Colorado Springs	CO	719-778-231	719-445-121
Layer	Dale						
Lee	Richard	Mille	43008 112th Place	Sammanish	WA	940-887-991	940-789-451
Lee	Tammy	Mark	4708 Red Rock Drive	Larkspur	CO	303-681-881	303-681-061
Lindsey	Sally		3004 West Maryland	Colorado Springs	CO	719-633-991	719-887-451
Lubick	Sonny	Anne	555 W. Prospect St.	Fort Collins	CO	970-888-121	970-GO-RA1

6. Complete the "by the Day Reservation Dialog" window and click the OK button.

**by the Day Reservation Dialog**

Reservation for: **Ron Hurley** ☒ **New Invoice** ☐ **Add to Previous Invoice**

4908 Red Rock Drive  
Larkspur, CO 80118  
303/681-3441

New/Select...

679	11/14/2005	117 - Kin	\$332.70	\$0.00	
649	11/14/2006	121 - Kin	\$499.05	\$0.00	
647	11/14/2006	120 - Sui	\$415.89	\$0.00	

Rate Selection

Adult: 2 Child: 0 Unit Rate: Rack Package Selection: None Discount Selection: None

Pets: 0 Cars: 0 Tax Exempt: ☐ Recalculate

Reservation Summary

Starts: **11/16/2006** Unit: **103 - King**  
Ends: **11/19/2006**  
Days: **3**

Edit Invoice Details...

Daily Reservation Total: \$280.00  
Hourly Reservation Total: \$0.00  
POS Items/Package Items: \$0.00  
Tax: \$30.51  
**Total Charges: \$310.51**

Reason for reservation: Business Referral Source: Repeat Business

Edit Lists... OK Cancel

7. The Contact Data screen is displayed with the new reservation dates listed in the Contact Invoice History box. Click the Record Transaction button to post any applicable payments to the reservation.

**Contact Invoice History 25/37**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
636	4/6/2007	11/16/2006	11/18/2006	103	3	\$310.51	\$0.00	636
679	2/28/2007	11/14/2006	11/16/2006	117	3	\$332.70	\$0.00	679
649	11/14/2006	11/14/2006	11/16/2006	121	3	\$499.05	\$0.00	649
647	11/14/2006	11/14/2006	11/16/2006	120	3	\$415.89	\$0.00	647
646	11/14/2006	11/14/2006	11/16/2006	119	3	\$499.05	\$0.00	646
645	11/14/2006	11/14/2006	11/16/2006	118	3	\$316.08	\$0.00	645
644	11/14/2006	11/14/2006	11/16/2006	117	3	\$499.05	\$0.00	644
643	11/14/2006				3	\$0.00	\$0.00	643
642	11/13/2006				3	\$0.00	\$0.00	642
641	11/13/2006				3	\$0.00	\$0.00	641

Starts: Thu, Nov 16, 2006    Departs: Sun, Nov 19, 2006    Length: 3    Start Unit: 103  
 Adult: 2    Pets: 0    Daily Reservation Total: \$280.00    Charges: \$310.51  
 Child: 0    Cars: 0    Hourly Reservation Total: \$0.00    Paid: \$0.00  
 Checked In:    Point of Sale Charges: \$0.00    Due: \$310.51  
 Checked Out:    Tax: \$30.51    Last Change: 4/6/2007

8. Next, remove the guest from the wait list by clicking View > View Waitlist from the RezStream Professional top tool bar. Highlight the name of the guest who now has a confirmed reservation and click the Delete button.

**Wait List for: 11/11/2006 - 12/18/2006**

Start Date	End Date	Notes	First	Last	Phone	Entry Date
11/16/2006	11/17/2006		Ron	Hurley	303/681-3441	11/12/2006
11/16/2006	11/17/2006		Jimmy	Buffett	414-555-1215	11/12/2006
11/16/2006	11/17/2006		Joy	Braitberg	925-254-6428	11/12/2006

Buttons: Print List, Add, Delete, Select, Close

9. Click the Close button to exit the Wait List window.

## INDIVIDUAL RESERVATIONS

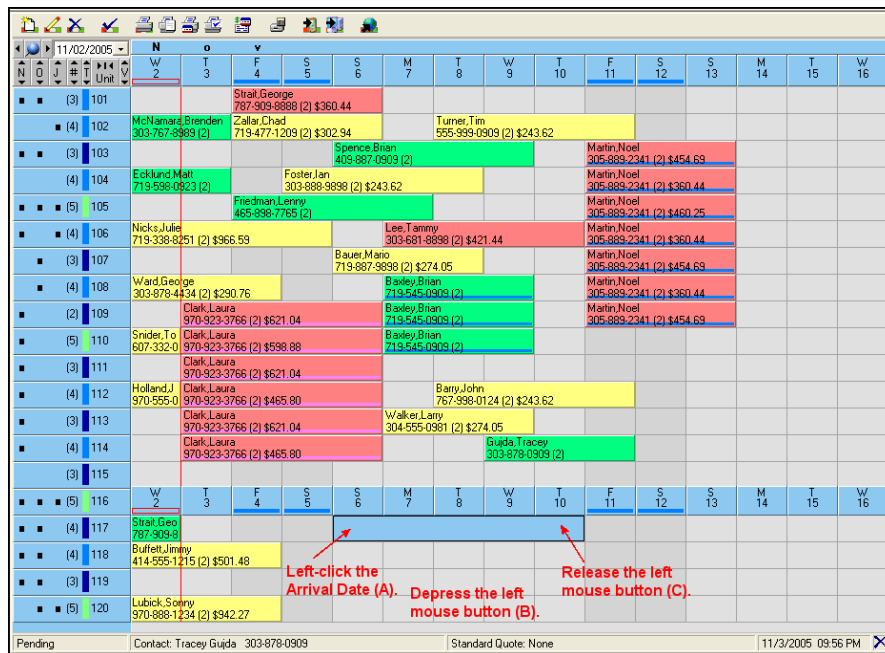
There are two options for making individual reservations in RezStream Professional.

1. Left-click and drag across dates on the Daily screen.
2. Calendar method from the top toolbar on the Daily screen.

### LEFT-CLICK AND DRAG METHOD

The left-click and drag method can be used to make an individual reservation from the Reserve by Day screen (Daily screen). Use the following steps for completing a reservation using the left-click and drag method.

1. From the Daily screen, left-click the arrival date (A) and while keeping the left mouse button depressed (B), drag the mouse to the right. Release the left mouse button when the length of stay has been highlighted from the arrival date through the last night of the reservation (C). A temporary calendar bar is displayed above the selected reservation dates.



**If incorrect dates are highlighted, press the <ESCAPE> key to start again.**

2. Once the stay is highlighted, a summary of the reservation is displayed. This summary includes arrival and departure dates, room number, room type, number of nights, and an estimated total.

11/06-11/11 117 - King (5) \$554.50

3. To make the reservation, press the <ENTER> key or click the right mouse button and select "New Reservation."

11/06-11/11 117 - King (5) \$554.50

Rice, Brian  
719-488-0981 (2) \$210.72

New Reservation Ctrl+N  
Mark Out of Service Ctrl+O



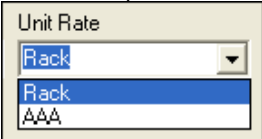
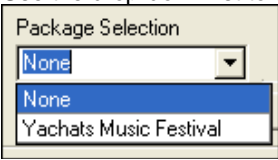
4. In the RezStream Professional Name Search dialog box, a name can be selected from guest history (returning guests) or a new name can be entered (new guests). In the example below, a new name is being entered. After entering the guest's last name in the first text field (Dale) and first name in the second text field (Joe), click the New button.

Last Name	First Name	Spouse	Address	City	St	Home	Work
Ackerman	Joseph	Jackie	2212 W. 7th St.	Denver	CO	303-681-32	303-555-12
Barry	John	Jackie	5409 W. 3rd Avenue	Charlotte	NC	767-998-01	767-545-12
Bauer	Mario		8812 North Street	Colorado Springs	CO	719-887-98	719-454-54
Baxley	Brian		4434 W. Prairie Road	Ellicott	CO	719-545-09	
Bott	Louis		3005 Leslie Dr.	Englewood	CO	720-888-12	720-546-12
Buffett	Jimmy	Jane	3313 W. Palm Beach	West Palm Beach	FL	414-555-12	414-765-12
Chesney	Kenny	Divorced	5431 W. Blue Avenue	Nashville	TN	505-908-12	505-661-12
Clark	Laura		123 W. 1st Ave.	Carbondale	CO	970-923-37	
Ecklund	Matt	Christy	3434 W. Palmer Blvd.	Palmer Lake	CO	719-598-09	719-593-19
Flexor	David						
Foster	Ian	Jeanne	2212 W. Park Ave.	Denver	CO	303-888-98	720-778-99
Friedman	Lenny	Joanne	4312 W. 6th Avenue	Baltimore	MD	465-898-77	465-456-09
Guest	Demo		1855 Blake St	Denver	CO	303-274-34	866-565-18
Guida	Tracey		5454 W. 1st Avenue	Lakewood	CO	303-878-09	303-879-99
Holland	Justin		9878 Shields	Fort Collins	CO	970-555-09	970-768-12
Lee	Richard	Mille	43008 112th Place	Sammamish	WA	940-887-99	940-789-45
Lee	Tammy	Mark	4708 Red Rock Drive	Larkspur	CO	303-681-88	303-681-06
Lindsey	Sally		3004 West Maryland	Colorado Springs	CO	719-633-99	719-887-45
Lubick	Sonny	Anne	555 W. Prospect St.	Fort Collins	CO	970-888-12	970-60-RA
Martin	Noel		4434 W. 8th Avenue	Boise	ID	305-889-23	
McNamara	Brenden	Laura	2212 Belaire Ave.	Denver	CO	303-767-89	303-888-98
Mitchell	Bill		3800 Gilpin	Denver	CO	303-941-36	303-681-77
Nelson	Eric		3030 W. 3rd Ave.	Longmont	CO	303-238-09	303-323-00



**To select a guest from history, either highlight the guest name in the list and press the Select button or double-click the guest name.**

5. Complete any necessary fields in the "by the Day Reservation Dialog" window as described in the following table.

FIELD	DESCRIPTION
Adults	Use the drop-down list to select the number of adults on the reservation.
Children	Use the drop-down list to select the number of children on the reservation.
Unit Rate	Use the drop-down list to select the appropriate rate name. 
Package Selection	Use the drop-down list to select a package, if applicable. 
Discount Selection	Use the drop-down list to select a discount.
Tax Exempt	Enter a checkmark in the tax exempt checkbox if the reservation should NOT be charged taxes.

FIELD	DESCRIPTION
Recalculate	<i>Click the Recalculate button to recalculate reservation totals after making changes to the Adults, Children, Unit Rate, Package Selection, Discount Selection, or Tax Exempt fields. As in the example below, an arrow is displayed to the left of the Recalculate button to remind the user to recalculate reservation totals.</i>
Edit Invoice Details	Click the Edit Invoice Details button to post point of sale (POS) charges to the reservation.
Reason for Reservation	Use the drop-down list for selecting the reason that the guest is visiting the property. Tracking reasons for reservations can help determine how to effectively allocate marketing dollars. If necessary, click the Edit Lists button to add a new reason for reservation.
Referral Source	Use the drop-down list for selecting a referral source. Referral sources determine how the guest found out about the property. Accurately tracking referral sources can help effectively allocate marketing dollars. If necessary, click the Edit Lists button to add a new referral source.

In our example, Joe Dale is an AAA member and his Unit Rate has been changed from Rack to AAA thus prompting the red arrow to the left of the Recalculate button to appear.



**The red arrow to the left of the Recalculate button is displayed any time a field in the Rate Selection section is changed that affects the reservation's total balance due. YOU MUST CLICK THE RECALCULATE BUTTON IN ORDER TO UPDATE THE TOTAL BALANCE DUE.**



**The Person Rate Type fields (Adult, Child, Pets, Cars) can be updated to suit your property's needs by clicking Tools > List Edit > Labels and changing the Person Rate Type fields.**

After clicking the recalculate button, the Daily Reservation Total now reflects the AAA rate of \$475.00.

**by the Day Reservation Dialog**

Reservation for: **Joe Dale**  
 33443 Dearborn Ave.  
 Dearborn, MI 55521  
 506-887-1245 506-889-1235

☒ New Invoice ☐ Add to Previous Invoice

304	1/11/2006	BIKE2	\$149.72	\$0.00
303	1/11/2006	BIKE1	\$149.72	\$0.00
272	1/10/2006	BOAT1	\$266.16	\$0.00

Rate Selection:  
 Adult: 2 Child: 0 Unit Rate: **AAA** Package Selection: None Discount Selection: None  
 Pets: 0 Cars: 0 Tax Exempt: ☐

**Recalculate**

Reservation Summary:  
 Starts: **11/06/2005** Unit: **117 - King**  
 Ends: **11/11/2005**  
 Days: **5**

Daily Reservation Total: **\$475.00**  
 Hourly Reservation Total: \$0.00  
 POS Items/Package Items: \$0.00  
 Tax: \$51.80  
**Total Charges: \$526.80**

Reason for reservation: None Referral Source: Repeat Business

**OK Cancel**

An "on-the-fly" rate can always be entered from the "by the Day Reservation Dialog" by clicking the Daily Reservation Total dollar amount. This displays the Rate Override window where you can select a percent discount from the drop-down list or enter a new desired rate. This new rate can be designated Daily or Overall by choosing the appropriate radio button. Click OK after completing the Rate Override screen. These changes will automatically be transferred to the "by the Day Reservation Dialog" window.

**by the Day Reservation Dialog**

Reservation for: **Joe Dale**  
 33443 Dearborn Ave.  
 Dearborn, MI 55521  
 506-887-1245 506-889-1235

☒ New Invoice ☐ Add to Previous Invoice

304	1/11/2006	BIKE2	\$149.72	\$0.00
303	1/11/2006	BIKE1	\$149.72	\$0.00
272	1/10/2006	BOAT1	\$266.16	\$0.00

Rate Selection:  
 Adult: 2 Child: 0 Unit Rate: AAA Package Selection: None Discount Selection: None  
 Pets: 0 Cars: 0 Tax Exempt: ☐

**Recalculate**

Reservation Summary:  
 Starts: **11/06/2005** Unit: **117 - King**  
 Ends: **11/11/2005**  
 Days: **5**

Daily Reservation Total: **\$475.00**  
 Hourly Reservation Total: \$0.00  
 POS Items/Package Items: \$0.00  
 Tax: \$51.80  
**Total Charges: \$526.80**

Reason for reservation: None Referral Source: Repeat Business

**OK Cancel**

**Rate Override**

Enter a rate and indicate whether it is a daily rate or is for the entire period.

Percent Discount: 0%

Desired Rate: **85.00**

Entered rate is: ☒ Daily ☐ Overall

Include Package ☒  
 Include POS ☐

**OK Cancel**



**You do NOT have to click the Recalculate button after entering a rate override. The updated \$85 daily rate for a total of \$425 is displayed immediately in the "by the Day Reservation Dialog" window.**

**by the Day Reservation Dialog**

Reservation for: **Joe Dale** New Invoice

New/Select...

**Rate Selection**

Adult: 2 Child: 0 Unit Rate: AAA Package Selection: None Discount Selection: None

Pets: 0 Cars: 0 Tax Exempt: ☐ Recalculate

**Reservation Summary**

Starts: 11/06/2005 Unit: 117 - King  
Ends: 11/11/2005  
Days: 5

Daily Reservation Total: \$425.00  
Hourly Reservation Total: \$0.00  
POS Items/Package Items: \$0.00  
Tax: \$46.35  
**Total Charges: \$471.35**

Reason for reservation: None Referral Source: Repeat Business

Edit Invoice Details... Edit Lists... OK Cancel

6. In the "by the Day Reservation Dialog" box, select a reason for reservation and a referral source and then click the OK button to continue to the Contact Data screen. Use the Contact Data screen for entering guest contact information, notes, and credit card information.

Click the Record Transaction button to enter a reservation payment.

**Contact Invoice History 9/9**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
672	2/26/2007	11/6/2005	11/10/2005	117	5	\$471.35	\$0.00	672

Starts: Sun, Nov 06, 2005 Departs: Fri, Nov 11, 2005 Length: 5 Start Unit: 117

Adult: 2 Pets: 0 Daily Reservation Total: \$425.00 Charges: \$471.35  
Child: 0 Cars: 0 Hourly Reservation Total: \$0.00 Paid: \$0.00  
Checked In: Point of Sale Charges: \$0.00 Due: \$471.35  
Checked Out: Tax: \$46.35 Last Change: 2/26/2007

**Guest Info:** Invoice Notes Private Notes Travel Agent Custom Notes Payments Line Items

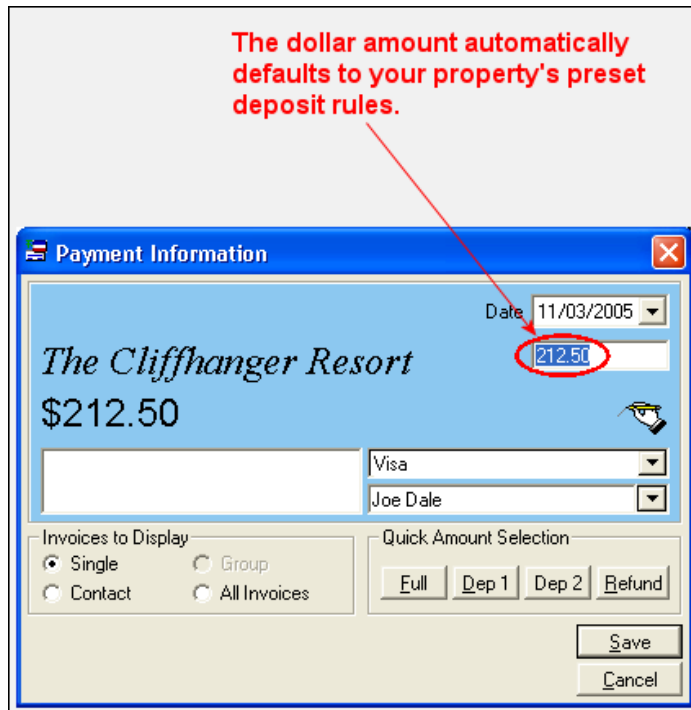
Payment Data: Confirmation # 672 Cancellation # AD

Swipe Card... Credit Card Data Exp: Arrive: Depart: Letter: Standard

Checked In: Batch Print: Out: Flag: Credit Card Hold: Invoice Check Box Flags: Tax Exempt Attention Custom 2 Custom 3 Custom 4 Custom 5 Custom 6

7. Click the Record Transaction button (  ) on the top toolbar to enter a reservation payment. After clicking the Record Transaction button, the Payment Information window is displayed.

The dollar amount automatically defaults to your property's preset deposit rules.



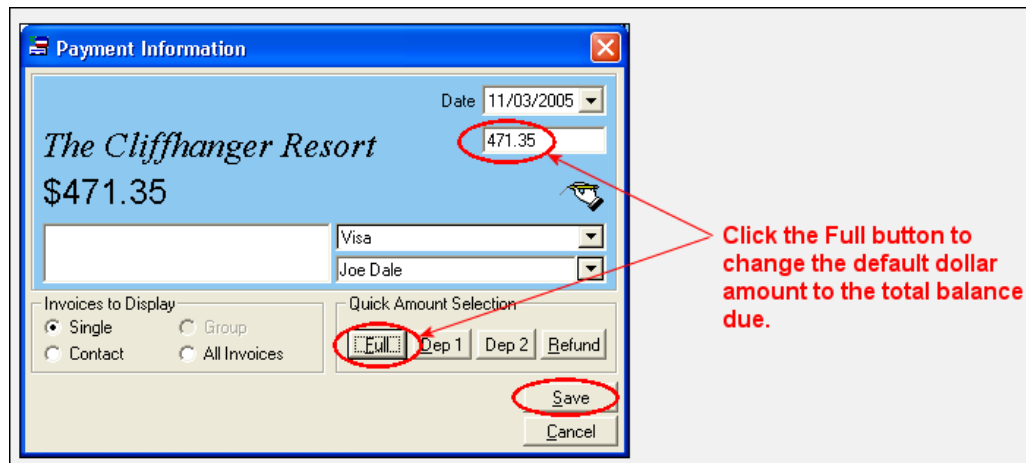
The default dollar amount in the Payment Information window is based on your property's deposit rules. In our example, the deposit amount has been preset to 50% of the reservation total, excluding tax. Click the Full button in the Payment Information window to change the deposit dollar amount to the total balance due. In this example, the total balance due is being paid using a Visa card. Other options in the payment type drop-down field are Cash, Check, Gift Certificate, Coupon, MasterCard, American Express, and Discover. After selecting a payment type, click the Save button to apply the payment to the guest folio.



***Deposit rules are defined by clicking Tools > Unit and Rate Setup > Revenue Accounts, Deposits and completing the "Two Tier Deposit Due Dates" section.***



***Any dollar amount can be entered in the payment field in the upper right-hand corner of the Payment Information screen. To record a non-standard payment, enter the amount in the payment field and click the Save button.***



***These steps do not reflect a payment that is recorded using RezStream's integrated credit card processing module. In the steps highlighted above, the credit card would have to be swiped or entered manually.***

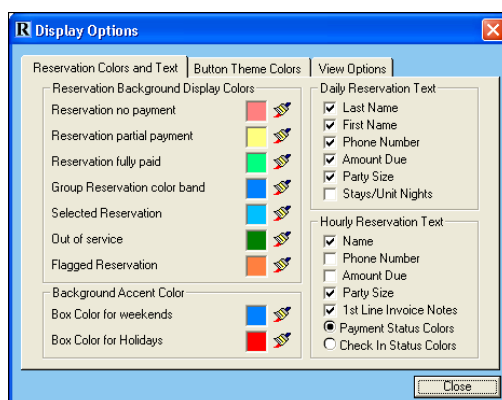
***For additional information on RezStream's integrated credit card processing solution, please consult the RezStream Professional Credit Card Processing Manual, available for download from the RezStream website:***

***<http://www.rezstream.com/support/documentation/rezstream-professional/>***

8. The reservation is now complete. Click the Reserve Day F2 icon on the left-hand main toolbar to display the Daily screen.



9. The reservation is displayed on the Daily screen and is color-coded based on system defaults stored in the Tools > Display Options > Reservations Colors and Text window.



Clark, Laura 970-923-3766 (2) \$621.04	Walker, Larry 304-555-0981 (2) \$274.05
Clark, Laura 970-923-3766 (2) \$465.80	Guida, Tracey 303-878-0909 (2)
or \$09 (2) \$3	
	Dale, Joe 506-887-1245 (2)

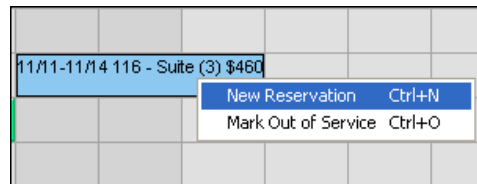


***RezStream Professional is a very visual software program. Based on the color preferences selected in the Display Options window, one glance at the Daily screen can easily identify reservations that are paid in full (green), reservations that have partial payments (yellow), and reservations that require payments (red).***

## Reservations from Guest History

In the example above, a reservation was made for a new guest that had not previously stayed at the property. The process for making a reservation for a returning guest is nearly identical. Use the following steps for making a reservation for a returning guest using the left-click and drag method.

1. Left-click on the guest's arrival date and while keeping the left mouse button depressed, drag the cursor to the right, highlighting the reservation dates through the last night the guest will be staying at the property. Right-click and select the option for "New Reservation" or press the <ENTER> key.



2. The RezStream Professional Name Search window is displayed. To select a guest from history, double-click the guest's name or highlight the guest name and click the Select button.



To find a returning guest from guest history, begin typing the first few letters of the guest's last name in the blank last name field at the top of the RezStream Professional Name Search dialog box. In the example below, typing "Sn" in the last name field highlights the guest with the last name of Snider. Double-clicking the guest name selects the guest and automatically displays this name in the "by the Day Reservation Dialog" box.

RezStream Professional Name Search

Ctrl New Select Cancel Business Name

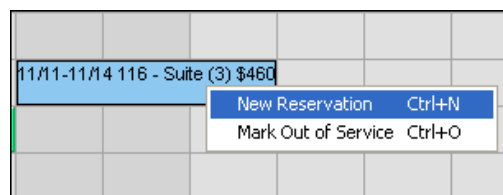
Last Name	First Name	Spouse	Address	City	St	Home	Work
Friedman	Lenny	Joanne	4312 W. 6th Avenue	Baltimore	MD	465-898-771	465-456-091
Guest	Demo		1855 Blake St	Denver	CO	303-274-341	866-565-181
Guida	Tracey		5454 W. 1st Avenue	Lakewood	CO	303-878-091	303-879-991
Holland	Justin		9878 Shields	Fort Collins	CO	970-555-091	970-768-121
Lee	Richard	Mille	43008 112th Place	Sammamish	WA	940-887-991	940-789-451
Lee	Tammy	Mark	4708 Red Rock Drive	Larkspur	CO	303-681-881	303-681-061
Lindsey	Sally		3004 West Maryland	Colorado Springs	CO	719-633-991	719-887-451
Lubick	Sonny	Anne	555 W. Prospect St.	Fort Collins	CO	970-888-121	970-GO-RA
Martin	Noel		4434 W. 8th Avenue	Boise	ID	305-889-231	
McNamara	Brenden	Laura	2212 Belaire Ave.	Denver	CO	303-767-891	303-888-981
Mitchell	Bill		3800 Gilpin	Denver	CO	303-941-361	303-681-771
Nelson	Eric		3030 W. 3rd Ave.	Longmont	CO	303-238-091	303-323-001
Nicks	Julie	Lance	407 Libra	Colorado Springs	CO	719-338-821	719-477-191
Plummer	Jake		3030 W. Broncos Way	Denver	CO	303-444-341	303-334-161
Pryce	Trevor	Juanita	3343 W. Heavenly	Centennial	CO	303-777-091	303-787-001
Snider	Todd		2212 Charleston Road	Charleston	SC	607-332-091	607-443-121
Spence	Brian	Judy	3313 W. Manchester	Brampton	ON	409-887-091	409-888-341
Strait	George	Mary	2212 W. 5th Avenue	Houston	TX	787-909-881	787-333-121
Turner	Tim	Tina	3343 North 1st Ave	Syracuse	NY	555-999-091	555-888-231
Walker	Larry	Joanne	2123 Friar Court	St. Louis	MO	304-555-091	304-667-991
Ward	George	Suzanne	3030 Wildcat Reserve	Highlands Ranch	CO	303-878-441	720-472-281
Williams	Lee	Carol	3312 W. Highway 6	Edwards	CO	970-333-121	
Zallar	Chad	Valerie	1234 W. Lion Loop	Monument	CO	719-477-121	719-222-121

- Continue making the reservation using steps 5 – 9 in the previous section.

### Pre-Posting Charges

Many times a reservationist will need to post charges to a guest folio prior to the guest's arrival. For example, the guest requests a bottle of wine in his room upon arrival. In these cases, a charge can be pre-posted to the guest invoice using the following steps.

- Left-click on the guest's arrival date and while keeping the left mouse button depressed, drag the cursor to the right, highlighting the reservation dates through the last night the guest will be staying at the property. Right-click and select the option for "New Reservation."



- At the RezStream Professional Name Search Window, enter the guest's name and click New or select a name from guest history.



- The "by the Day Reservation Dialog" window is displayed. Click the Edit Invoice Details button.

**by the Day Reservation Dialog**

Reservation for: **John Lachnidt**  
 2213 W. Briargate Pkwy.  
 Colorado Springs, CO 80909  
 719-593-0788 719-599-8898

☒ New Invoice ☐ Add to Previous Invoice

598 11/9/2006 108 - Quee \$232.90 \$0.00

New/Select...

Rate Selection

Adult: 2 Child: 0 Unit Rate: Rack Package Selection: None Discount Selection: None

Pets: 0 Cars: 0 Tax Exempt: ☐

Recalculate

Reservation Summary

Starts: 11/11/2006 Unit: 116 - Suite  
 Ends: 11/14/2006  
 Days: 3

Daily Reservation Total: \$395.00  
 Hourly Reservation Total: \$0.00  
 POS Items/Package Items: \$0.00  
 Tax: \$43.07  
**Total Charges: \$438.07**

Reason for reservation: None Referral Source: Repeat Business

Edit Lists... OK Cancel

- The Edit Invoice window is displayed. Click the Add tab to display a list of point of sale items previously defined in the Tools > Unit and Rate Setup > Packages > Edit/Add POS Items window. Highlight the point of sale item (bottle of wine) that will be pre-posted to the reservation. Click the Add Item to Invoice button.

**Edit Invoice**

Invoice for: **John Lachnidt**  
 2213 W. Briargate Pkwy.  
 Colorado Springs, CO 80909  
 719-593-0788 719-599-8898

Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
Daily	1	11/11/06			116 - Suite	1.00	\$145.00	Full Tax	\$160.81
Daily	1	11/12/06			116 - Suite	1.00	\$125.00	Full Tax	\$138.63
Daily	1	11/13/06			116 - Suite	1.00	\$125.00	Full Tax	\$138.63

Click the Add tab to post a pre-defined point of sale item to the reservation.

Highlight the point of sale item that will be posted to the reservation.

Click the Add Item to Invoice button.

Bar/Charge  
 Bottle of Wine  
 Box Lunch  
 Coffee Service  
 Fly Fishing Lessons  
 Fly Fishing License  
 Golf at The Ocean Course  
 Massage (1 Hr.)  
 Meals  
 Meeting Room Lunch

Barcode/code entry:

Item Type: POS  
 Unit Group: The Cliffhanger Reso  
 Date: 11/12/2006  
 Description: Bottle of Wine  
 Quantity: 1  
 Price: 25  
 Discount: 0%  
 Tax Group: Standard T

Add Item to Invoice Modify Inventory

Totals | Payments

Daily Reservation Total: \$395.00  
 Hourly Reservation Total: \$0.00  
 Miscellaneous Items: \$0.00  
 Tax: \$43.07  
 Charges: \$438.07  
 Paid: \$0.00  
 Due: \$438.07

Save Cancel

- The charge is added to the guest invoice and displayed in the line item charges at the top of the Edit Invoice screen. Click Save to continue and use steps 5 – 9 in the **Left-Click and Drag** section for completing the reservation.

**Edit Invoice**

Invoice for: **John Lachnidl**  
2213 W. Briargate Pkwy.  
Colorado Springs, CO 80909  
719-593-0788 719-599-8898

Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
Daily	1	11/11/06			116 - Suite	1.00	\$145.00	Full Tax	\$160.81
Daily	1	11/12/06			116 - Suite	1.00	\$125.00	Full Tax	\$138.63
Daily	1	11/13/06			116 - Suite	1.00	\$125.00	Full Tax	\$138.63
POS	1	11/12/06			Bottle of Wine	1.00	\$25.00	Standard	\$27.48

The point of sale item is added to the invoice.

All Categories: 
 Barcode/code entry:

Item Type: POS  
 Unit Group: The Cliffhanger Reso  
 Date: 11/12/2006  
 Description: Bottle of Wine  
 Quantity: 1  
 Price: 25  
 Discount: 0%  
 Tax Group: Standard T

**Totals | Payments**

Daily Reservation Total: \$395.00  
 Hourly Reservation Total: \$0.00  
 Miscellaneous Items: \$25.00  
 Tax: \$45.55  
 Charges: \$465.55  
 Paid: \$0.00  
 Due: \$465.55

## Applying Automatic Discounts

The Edit Invoice screen can also be used to apply automatic discounts to reservations.

- From the Daily screen, select a reservation, right-click and select Edit Invoice.

Kleinsmith, Julie 719-632-1365

9.80

Chesney, Kenny  
505-908-1245 (2) \$499.05

- View Contact Data
- New Reservation Ctrl+N
- Edit Reservation Ctrl+E
- Edit Invoice**
- Move Reservation
- Reassign to Contact...
- Delete Reservation Ctrl+D
- Color Flag
- Check In/Out Ctrl+K
- Record Transaction Ctrl+T
- Force Recalculation
- Print Letter
- Print Invoice
- Print Registration

- The Edit Invoice window is displayed. Click the Apply Discount tab.

**Edit Invoice**

Invoice for: **Julie Kleinsmith**  
 308 Leslie Drive  
 Aspen, CO 80909  
 719-632-1365 719-635-1011

Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
Package	1	10/30/06			Fly Fishing License	2.00	\$50.00	Full Tax	\$55.45
Daily	1	10/30/06			103 - King	1.00	\$150.00	Full Tax	\$166.35
Package	1	10/31/06			Fly Fishing Lessons	2.00	\$150.00	Full Tax	\$166.35
Package	1	10/31/06			Box Lunch	2.00	\$25.00	Full Tax	\$27.73
Daily	1	10/31/06			103 - King	1.00	\$150.00	Full Tax	\$166.35
Daily	1	11/01/06			103 - King	1.00	\$150.00	Full Tax	\$166.35
Package	1	11/01/06			Adult Breakfast	2.00	\$18.00	Local	\$18.65

Add
 Edit
 Packages
 **Apply Discount**

Discount:

Enter discount here. Add a percent sign for percentage discounts. Enter dollar per item discount as a number with no currency symbol.

Dollar discounts apply to each item times the quantity. For example: Coffee Mug x Quantity 3 x price \$10 x discount \$3 will be \$7 x 3 for a total price of \$21.

☒ Selected Item  
☐ All Items  
☐ Items by Type

☐ Daily Unit  
☐ Hourly Unit  
☐ POS  
☐ Package

**Apply Discount**

Totals	Payments
Daily Reservation Total:	\$450.00
Hourly Reservation Total:	\$0.00
Miscellaneous Items:	\$243.00
Tax:	\$74.23
Charges:	\$767.23
Paid:	\$0.00
Due:	<b>\$767.23</b>

The features in the Apply Discount tab allow you to fine tune discounts for selected items, all items, or by item type (daily unit, hourly unit, POS, packages). Once the discount is defined, it can be easily applied to the reservation without any manual calculations. In addition, percentage discounts or dollar amount discounts can be applied. Use the following steps for applying a discount.

3. Enter the percentage or dollar amount discount in the discount drop-down field.

**Edit Invoice**

Invoice for: **Julie Kleinsmith**  
308 Leslie Drive  
Aspen, CO 80909  
719-632-1365 719-635-1011

Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
Package	1	10/30/06			Fly Fishing License	2.00	\$50.00	Full Tax	\$55.45
Daily	1	10/30/06			103 - King	1.00	\$150.00	Full Tax	\$166.35
Package	1	10/31/06			Fly Fishing Lessons	2.00	\$150.00	Full Tax	\$166.35
Package	1	10/31/06			Box Lunch	2.00	\$25.00	Full Tax	\$27.73
Daily	1	10/31/06			103 - King	1.00	\$150.00	Full Tax	\$166.35
Daily	1	11/01/06			103 - King	1.00	\$150.00	Full Tax	\$166.35
Package	1	11/01/06			Adult Breakfast	2.00	\$18.00	Local	\$18.65

Discount: **10%**

Enter discount here. Add a percent sign for percentage discounts. Enter dollar per item discount as a number with no currency symbol.

Dollar discounts apply to each item times the quantity. For example: Coffee Mug x Quantity 3 x price \$10 x discount \$3 will be \$7 x 3 for a total price of \$21.

Apply to:

- ☐ Selected Item
- ☐ All Items
- ☐ Items by Type
  - ☐ Daily Unit
  - ☐ Hourly Unit
  - ☐ POS
  - ☐ Package

Totals | Payments

Daily Reservation Total: \$450.00  
Hourly Reservation Total: \$0.00  
Miscellaneous Items: \$243.00  
Tax: \$74.23  
Charges: \$767.23  
Paid: \$0.00  
Due: **\$767.23**



**For percentage discounts, enter a “%” after the percentage value.**



**For dollar amount discounts, do NOT enter a “\$” after the dollar value.**

Two examples of automatic discounts, a percentage discount and a dollar amount discount, are described below.

- a. First, we will show how to deduct 10% from each daily rate. In the example above, the default daily rate is \$150.

Use the following steps to apply the percentage discount.

- i. Enter the 10% discount percentage.
- ii. In the “Apply to:” section, select the Items by Type radio button (A), enter a checkmark next to Daily Unit (B), and click the Apply Discount button (C).

Discount: **10%**

Enter discount here. Add a percent sign for percentage discounts. Enter dollar per item discount as a number with no currency symbol.

Dollar discounts apply to each item times the quantity. For example: Coffee Mug x Quantity 3 x price \$10 x discount \$3 will be \$7 x 3 for a total price of \$21.

Apply to:

- ☐ Selected Item
- ☐ All Items
- ☒ **A** Items by Type
  - ☒ **B** Daily Unit
  - ☐ Hourly Unit
  - ☐ POS
  - ☐ Package

**C**

- iii. The 10% discount is automatically applied to each daily rate of the specified reservation.

Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
Package	1	10/30/06			Fly Fishing License	2.00	\$50.00	Full Tax	\$55.45
Daily	1	10/30/06			103 - King	1.00	\$135.00	Full Tax	\$149.72
Package	1	10/31/06			Fly Fishing Lessons	2.00	\$150.00	Full Tax	\$166.35
Package	1	10/31/06			Box Lunch	2.00	\$25.00	Full Tax	\$27.73
Daily	1	10/31/06			103 - King	1.00	\$135.00	Full Tax	\$149.72
Daily	1	11/01/06			103 - King	1.00	\$135.00	Full Tax	\$149.72
Package	1	11/01/06			Adult Breakfast	2.00	\$18.00	Local	\$18.65

- b. In the second example, three \$25.00 bottles of wine have been posted to the reservation.

Edit Invoice									
Invoice for:		<b>Julie Kleinsmith</b> 308 Leslie Drive Aspen, CO 80909 719-632-1365 719-635-1011							
Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
Package	1	10/30/06			Fly Fishing License	2.00	\$50.00	Full Tax	\$55.45
Daily	1	10/30/06			103 - King	1.00	\$135.00	Full Tax	\$149.72
Package	1	10/31/06			Fly Fishing Lessons	2.00	\$150.00	Full Tax	\$166.35
Package	1	10/31/06			Box Lunch	2.00	\$25.00	Full Tax	\$27.73
Daily	1	10/31/06			103 - King	1.00	\$135.00	Full Tax	\$149.72
Daily	1	11/01/06			103 - King	1.00	\$135.00	Full Tax	\$149.72
Package	1	11/01/06			Adult Breakfast	2.00	\$18.00	Local	\$18.65
POS	1	10/31/06			Bottle of Wine	3.00	\$75.00	Standard	\$82.43

We will show how to apply a \$5.00 discount per bottle.

- i. Enter the dollar amount discount per bottle.

Add
Edit
Packages
Apply Discount

Discount:

Enter discount here. Add a percent sign for percentage discounts. Enter dollar per item discount as a number with no currency symbol.

Dollar discounts apply to each item times the quantity.  
 For example: Coffee Mug x Quantity 3 x price \$10 x discount \$3 will be \$7 x 3 for a total price of \$21.

Apply to:
 

- ☒ Selected Item
- ☐ All Items
- ☐ Items by Type
  - ☐ Daily Unit
  - ☐ Hourly Unit
  - ☐ POS
  - ☐ Package

Apply Discount



**For dollar amount discounts, do NOT include a dollar sign (\$).**

- ii. In the “Apply to:” section, select the Items by Type radio button (A), enter a checkmark next to POS (B), and click the Apply Discount button (C).

Discount: 5

Apply to:

☐ Selected Item

☐ All Items (A)

☒ Items by Type

☐ Daily Unit

☐ Hourly Unit

☒ POS (B)

☐ Package

Enter discount here. Add a percent sign for percentage discounts. Enter dollar per item discount as a number with no currency symbol.

Dollar discounts apply to each item times the quantity. For example: Coffee Mug x Quantity 3 x price \$10 x discount \$3 will be \$7 x 3 for a total price of \$21.

- iii. The \$5.00 discount is automatically applied to each bottle of wine.

Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
Package	1	10/30/06			Fly Fishing License	2.00	\$50.00	Full Tax	\$55.45
Daily	1	10/30/06			103 - King	1.00	\$150.00	Full Tax	\$166.35
Package	1	10/31/06			Fly Fishing Lessons	2.00	\$150.00	Full Tax	\$166.35
Package	1	10/31/06			Box Lunch	2.00	\$25.00	Full Tax	\$27.73
Daily	1	10/31/06			103 - King	1.00	\$150.00	Full Tax	\$166.35
Daily	1	11/01/06			103 - King	1.00	\$150.00	Full Tax	\$166.35
Package	1	11/01/06			Adult Breakfast	2.00	\$18.00	Local	\$18.65
POS	1	10/31/06			Bottle of Wine	3.00	\$60.00	Standard	\$65.94

### Creating Pre-Scheduled Discounts

Pre-scheduled discounts can be created that apply when using the left-click and drag method to create a reservation for a fixed length of time. For example:

1. Guests staying six nights receive their seventh night free.
2. A 10% discount is automatically calculated on a reservation that is at least three nights in length.

Pre-scheduled discounts can be based on fixed dollar amounts or on percentage discounts. These discounts can apply to each day of a stay or only the last day.



***A pre-scheduled discount can also be manually entered when selecting a rate while making a new daily reservation.***

Use the following steps to create a pre-scheduled discount.

1. From the RezStream Professional top toolbar, click Tools > Unit and Rate Setup > Taxes, Discounts.
2. Click the Add New Discount button.

**Unit Setup**

Unit Groups | Unit Rate Plans | Individual Units | Packages | **Taxes, Discounts** | Options | Revenue Accounts, Deposits

**Tax Class Definitions**

Individual Taxes and Effective Dates | Tax Class Groupings

Set up individual taxes first. Then assign individual taxes to tax classes. Tax classes are then attached to items for rent or for sale. Make sure you have a class set up for each combination of taxes that you will encounter. If you collect automatic gratuities, they must be set up here as well. Gratuities will show up on your tax reports but will be tabulated separately from the taxes. User fees are fixed dollar amount taxes - either daily or per reservation.

Taxes and Gratuities		Effective Date/Value for State	
Description	Type	Effective Date	Value
State	Tax Percent	1/1/1990	6.3000
City	Tax Percent		
Resort	Tax Percent		
Exempt	Tax Percent		

Add New Tax Add New Effective Date

**Automatic Discounts**

Description is the name of the discount. Trigger is the number of days required to trigger the discount. Value is either a fixed amount or a percent based on the entry in the Fixed column and Daily determines whether discount is applied daily or one time only. Only one discount can apply to a reservation. Any automatic discount can be overridden.

Description	Trigger	Value	Fixed	Daily
None	0	0.00	<input type="checkbox"/>	<input type="checkbox"/>

Add New Discount

Close

3. After clicking the Add New Discount button, a new line appears in the Automatic Discounts table with the description "New Discount." Highlight the text "New Discount" and replace it with the offer that is valid at your property. In the example below, the offer is called "Stay 6, Get One Free."

**Automatic Discounts**

Description is the name of the discount. Trigger is the number of days required to trigger the discount. Value is either a fixed amount or a percent based on the entry in the Fixed column and Daily determines whether discount is applied daily or one time only. Only one discount can apply to a reservation. Any automatic discount can be overridden.

Description	Trigger	Value	Fixed	Daily
None	0	0.00	<input type="checkbox"/>	<input type="checkbox"/>
Stay 6, Get One Free	7	0.00	<input type="checkbox"/>	<input type="checkbox"/>

Add New Discount

4. Enter a "Trigger" for the pre-scheduled discount. For example, on the seventh night of the stay, the guest receives a free night. In this example, the trigger is set to 7.

5. Enter a pre-scheduled discount "Value." The Value represents either the dollar amount or percentage discount. Checkmarks in the "Fixed" and/or "Daily" fields can be set using the information in the table below.

COLUMN		DESCRIPTION
Fixed On	<div>Fixed <input checked="" type="checkbox"/></div>	With this box checked, the dollar amount discount will be applied.
Fixed Off	<div>Fixed <input type="checkbox"/></div>	With this box left unchecked, the percentage discount will be applied.
Daily On	<div>Daily <input checked="" type="checkbox"/></div>	With this box checked, the discount will be applied each day.
Daily Off	<div>Daily <input type="checkbox"/></div>	With this box left unchecked, the discount will be applied to the last day only.

6. In the example below, with the Fixed and Daily columns left **unchecked**, the guest receives a free night (percentage discount – 100%) on the seventh night (last day only).

Automatic Discounts

Description is the name of the discount, Trigger is the number of days required to trigger the discount, Value is either a fixed amount or a percent based on the entry in the Fixed column and Daily determines whether discount is applied daily or one time only. Only one discount can apply to a reservation. Any automatic discount can be overridden.

Description	Trigger	Value	Fixed	Daily
None	0	0.00	<input type="checkbox"/>	<input type="checkbox"/>
Stay 6, Get One Free	7	100.00	<input type="checkbox"/>	<input type="checkbox"/>

With the pre-scheduled discount in place, when booking any seven-night reservation, the Discount Selection field defaults to the defined automatic discount in the "by the Day Reservation Dialog" box.

**by the Day Reservation Dialog**

Reservation for: **Jeff Haynes**  
3312 North State Street  
Boise, ID 98789  
405-665-2355 405-443-0094

Rate Selection

Adult: 2 Child: 0 Unit Rate: Rack Package Selection: None Discount Selection: **Stay 6, Get One Free**

Pets: 0 Cars: 0 Tax Exempt: ☐

Recalculate

Reservation Summary

Starts: **11/06/2005** Unit: **115 - King**  
Ends: **11/13/2005**  
Days: **7**

Daily Reservation Total: \$1,010.00  
Hourly Reservation Total: \$0.00  
POS Items/Package Items: \$0.00  
Tax: \$110.09  
**Total Charges: \$1,120.09**

Reason for reservation

OK Cancel

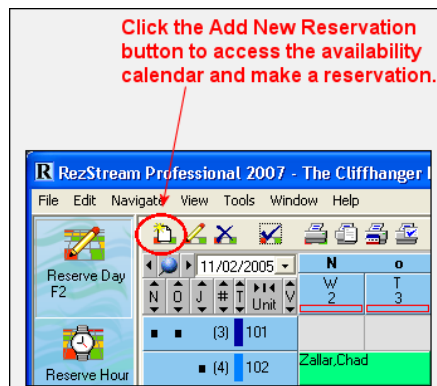


## CALENDAR METHOD

An alternative to the left-click and drag method for making individual reservations is to make a reservation from the availability calendar. The availability calendar allows you to enter arrival and departure dates and then select an available room. This method may be beneficial to properties with several pages of rooms on the Daily screen or properties that book long term reservations.

Use the following steps for making a reservation using the calendar method.

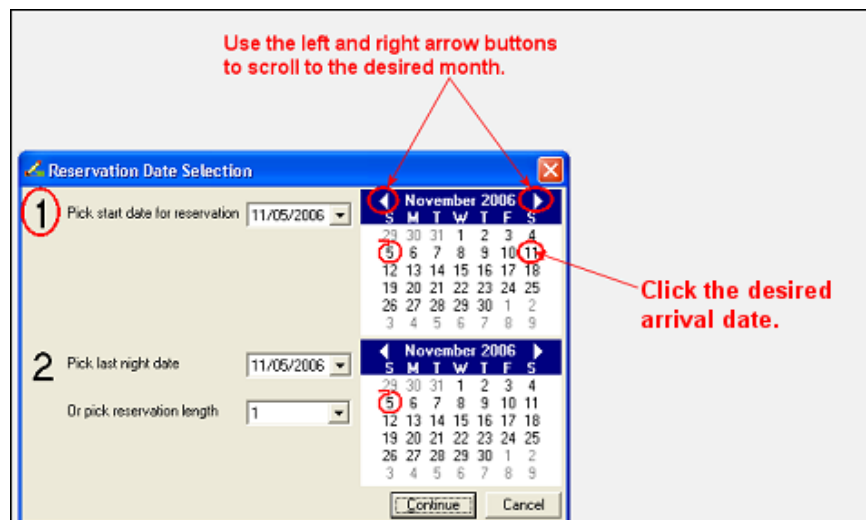
From the Daily screen, click the "Add New Reservation" button.



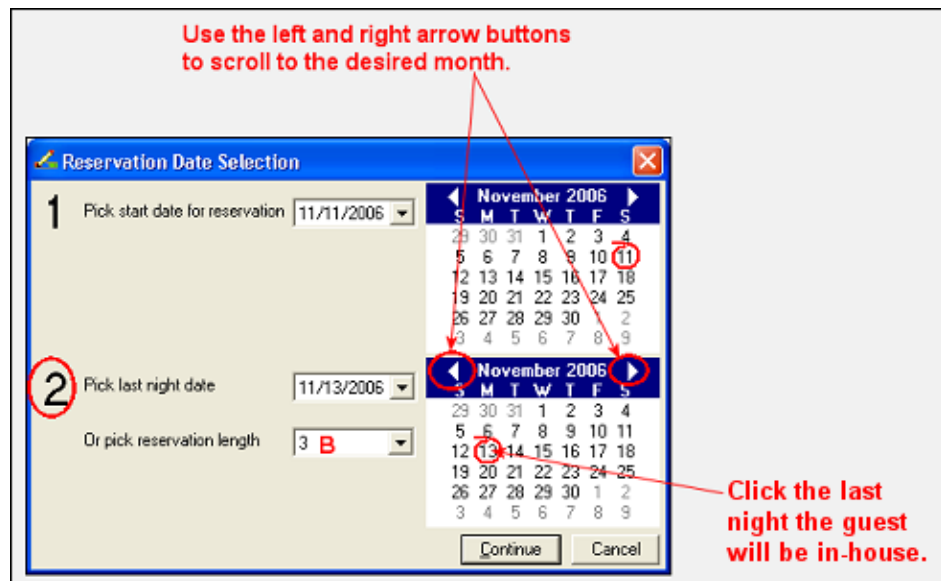
### Single Room Reservations

After clicking the Add New Reservation button, use the following steps to make a reservation for a single room using the calendar method.

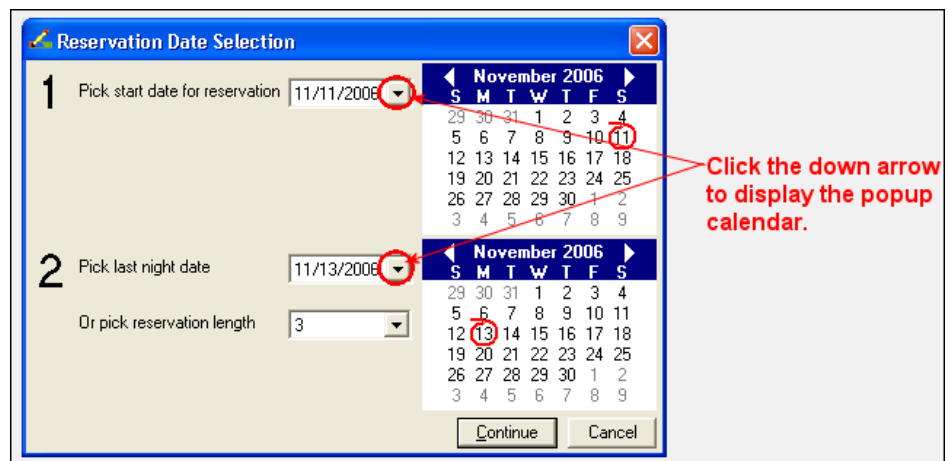
1. The Reservation Date Selection window is displayed. Use the left and right arrow buttons to scroll the calendar to the desired arrival month. Use the left and right arrow buttons to scroll the calendar to the desired arrival month. Click on the reservation's arrival date from the calendar.



2. After selecting an arrival date, specify the last night the guest will be in-house. Use the left and right arrow buttons to scroll the calendar to the desired departure month. From the second calendar, click on the last night the reservation will be in-house. Alternatively, use the drop-down list (B) to select the number of nights the guest will be in-house.

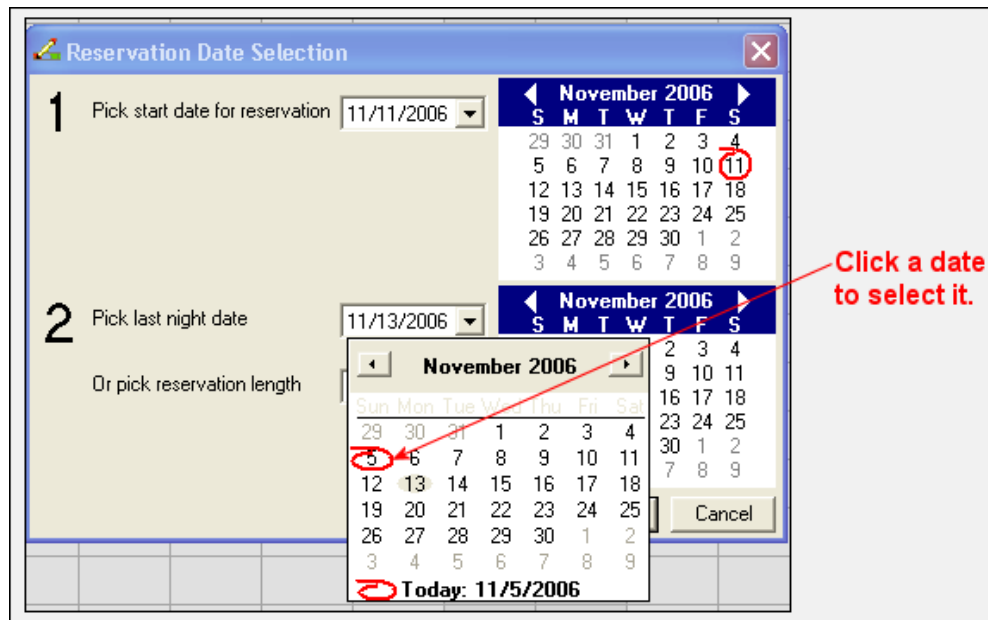


Another option for specifying the reservation's arrival date and last night in-house is to click the down arrows to display popup calendars.

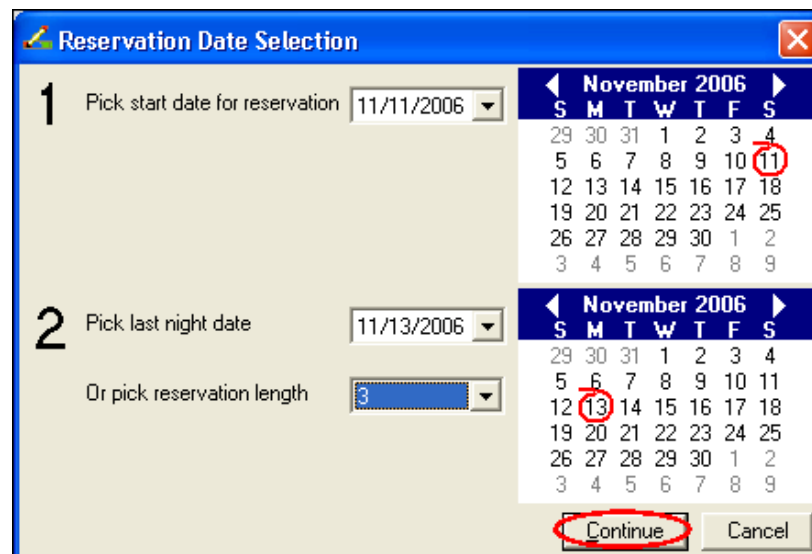




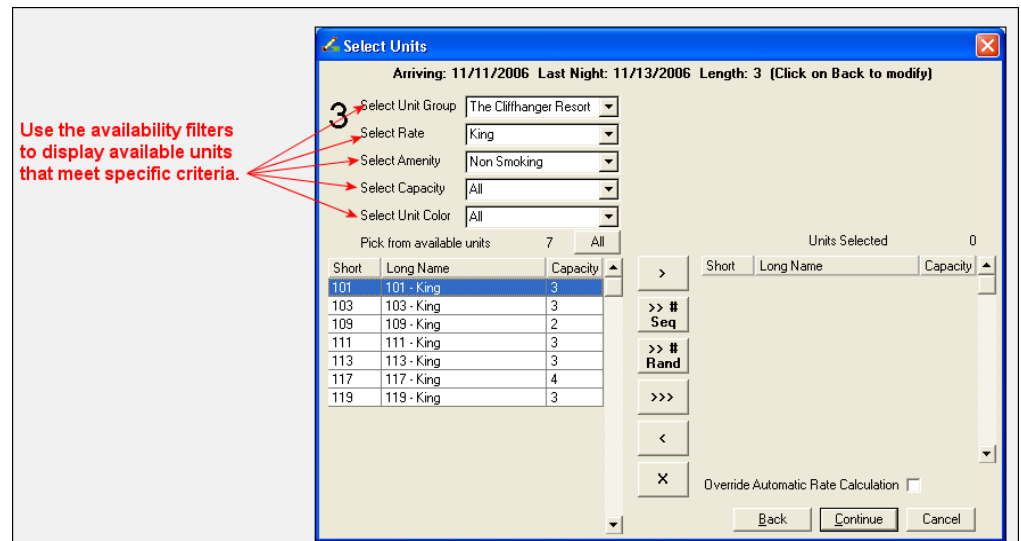
**After clicking the down arrow to display a popup calendar, click the desired date to select it.**



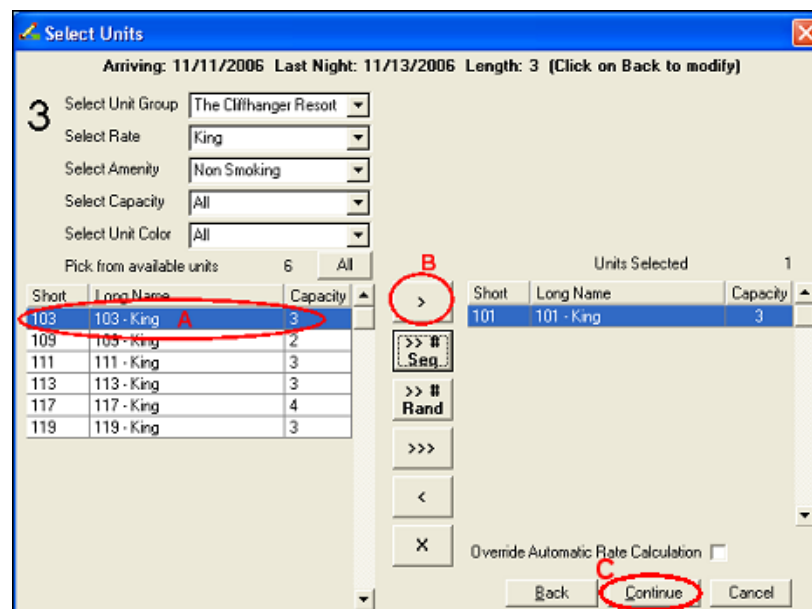
3. After specifying dates (or the number of nights), click the Continue button.



4. The Select Units window is displayed. Use the availability filters at the top of the window to display available units that meet specific criteria (unit group, rate, amenity, capacity, and/or unit color).



5. Highlight the unit in the available units list (A), click the right arrow button (B), and then click Continue (C).



6. The RezStream Professional Name Search dialog window is displayed. Either select a name from guest history and click the Select button or enter a new name and click the New button.

**RezStream Professional Name Search**

Anthony Carmello New **Select** Cancel Business Name

Last Name	First Name	Spouse	Address	City	St	Home	Work
Ackerman	Joseph		2212 W. 7th St.	Denver	CO	303-681-32	303-555-12
Anderson	Jim	Julia	34512 W. 55th Street	Bellevue	WA	503-555-12	503-443-12
Anthony	Carmello		4708 Red Rock Drive	Larkspur	CO	303	
Barry	John	Jackie	5409 W. 3rd Avenue	Charlotte	NC	767-998-01	767-545-12
Bauer	Mario		8812 North Street	Colorado Springs	CO	719-887-98	719-454-54
Baxley	Brian		4434 W. Prairie Road	Ellicott	CO	719-545-09	
Bott	Louis		3005 Leslie Dr.	Englewood	CO	720-888-12	720-546-12
Bragg	Bill						
Braitberg	Joy	Kurt	31 Underhill Road	Hemet	CA	925-254-64	
Buffett	Jimmy	Jane	3313 W. Palm Beach	West Palm Beach	FL	414-555-12	414-765-12
Carroll	Joe		1121 W. 1st Avenue	Denver	CO	303/681-24	
Chesney	Kenny	Divorced	5431 W. Blue Avenue	Nashville	TN	505-908-12	505-661-12
Clark	Laura		123 W. 1st Ave.	Aspen	CO	970-923-37	
Dale	Joe	Julie	33443 Dearborn Ave.	Dearborn	MI	506-887-12	506-889-12
DeBerry	Fisher		2008 Afton Way				
DeLay	Heath	Leah	44234 South 6th	Aspen	CO	303-876-00	720-667-23
Doyle	Jayleen		4414 Arosa Drive		CO	970-476-29	970-476-11
Ecklund	Matt	Christy	3434 W. Palmer Blvd.	Palmer Lake	CO	719-598-09	719-593-19
Elway	John		212 W. Cherry Hills	Denver	CO	303-777-77	720-777-77
Emsley	Peter						
Flexor	David						
Foster	Ian	Jeanne	2212 W. Park Ave.	Denver	CO	303-888-98	720-778-99
Fredericks	James						



**A new name can be entered in the RezStream Professional Name Search window by entering the guest's last name and first name in the blank name fields at the top of the window and then clicking the New button.**

7. Complete the by the day Reservation Dialog window and click the OK button.

**By the Day Reservation Dialog**

Reservation for: **Carmello Anthony** **New Invoice** **Add to Previous Invoice**  
 4708 Red Rock Drive  
 Larkspur, CO 80118  
 New/Select... 303 681-2341

Rate Selection

Adult	Child	Unit Rate	Package Selection	Discount Selection
2	0	Rack	None	None

Pets: 0 Cars: 0 Tax Exempt: ☐ Recalculate

Reservation Summary

Starts: 11/11/2006	Unit: 101 - King	Daily Reservation Total:	\$430.00
Ends: 11/14/2006		Hourly Reservation Total:	\$0.00
Days: 3		POS Items/Package Items:	\$0.00
		Tax:	\$46.87
		<b>Total Charges:</b>	<b>\$476.87</b>

Edit Invoice Details...

Reason for reservation: Pleasure Referral Source: Repeat Business

Edit Lists... **OK** Cancel

8. The Contact Data screen is displayed. Enter guest and reservation specific information.

**Contact Data**

First, Last Name: Mr. Carmello, Anthony  
 2nd First, Last: [Blank]  
 Address 1: 4708 Red Rock Drive  
 Address 2: [Blank] Mail Ok ☒  
 City, St, Zip: Larkspur, CO, 80118  
 Country, Fax: United States of America  
 Ph Home, Work: 303 681-2341  
 Business Name: Denver Nuggets  
 Email Address: canthony@nuggets.com Email Ok ☒  
 Rewards #: [Blank]  
 Company Name: [Blank]  
 Special Req. #1: [Blank]  
 Special Req. #2: [Blank]

**Contact Invoice History 9/21**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
673	2/26/2007	11/11/2006	11/13/2006	101	3	\$476.87	\$0.00	673
593	11/6/2006				3	\$0.00	\$0.00	593
592	11/6/2006				3	\$0.00	\$0.00	592
591	11/6/2006				3	\$0.00	\$0.00	591
590	11/6/2006				3	\$0.00	\$0.00	590
535	9/25/2006	10/26/2006	10/31/2006	106	6	\$729.80	\$100.00	535
526	8/16/2006	8/17/2006	8/21/2006	101	5	\$1,059.12	\$0.00	526
494	4/3/2006	4/2/2006	4/5/2006	104	4	\$643.24	\$0.00	494
468	2/10/2006	3/1/2006	3/3/2006	105	3	\$571.15	\$0.00	468

Starts: Sat, Nov 11, 2006 Departs: Tue, Nov 14, 2006 Length: 3 Start Unit: 101  
 Adult: 2 Pets: 0 Daily Reservation Total: \$430.00 Charges: \$476.87  
 Child: 0 Cars: 0 Hourly Reservation Total: \$0.00 Paid: \$0.00  
 Checked In: [Blank] Point of Sale Charges: \$0.00 Due: \$476.87  
 Checked Out: [Blank] Tax: \$46.87 Last Change: 2/26/2007

**Guest Info** | Invoice Notes | Private Notes | Travel Agent | Custom Notes | Payments | Line Items

Payment Data: Visa, Swipe Card...  
 Credit Card Data: [Blank]  
 Exp: [Blank]  
 Credit Card Hold: ☐

Confirmation # 673  
 Cancellation # [Blank]  
 Arrive: [Blank]  
 Depart: [Blank]  
 Letter: Standard  
 Checked In: ☐ Out: ☐  
 Batch Print: ☒ Flag: ☐

Invoice Check Box Flags:  
☐ Tax Exempt  
☐ Attention  
☐ Custom 2  
☐ Custom 3  
☐ Custom 4  
☐ Custom 5  
☐ Custom 6

9. Click the Reserve Day F2 icon on the main RezStream toolbar to return to the Daily screen. The new reservation is now displayed.

**RezStream Professional 2007 - The Cliffhanger Resort**

File Edit Navigate View Tools Window Help

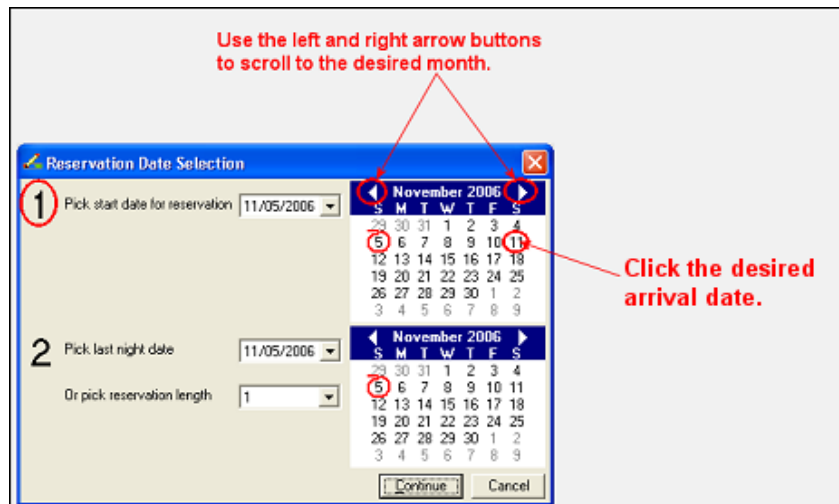
Reserve Day F2  
 Reserve Hour

Calendar: 11/05/2006  
 N o v  
 S 5 M 6 T 7 W 8 T 9 F 10 S 11 S 12 M 13 T 14  
 (3) 101  
 (4) 102  
 Anthony, Carmello

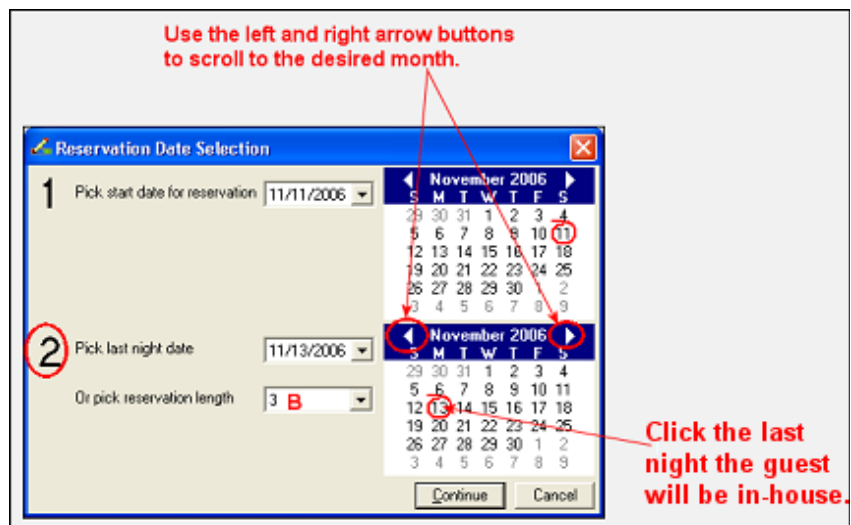
## Multiple Room Reservations

After clicking the Add New Reservation button, use the following steps to make a reservation for multiple rooms using the calendar method.

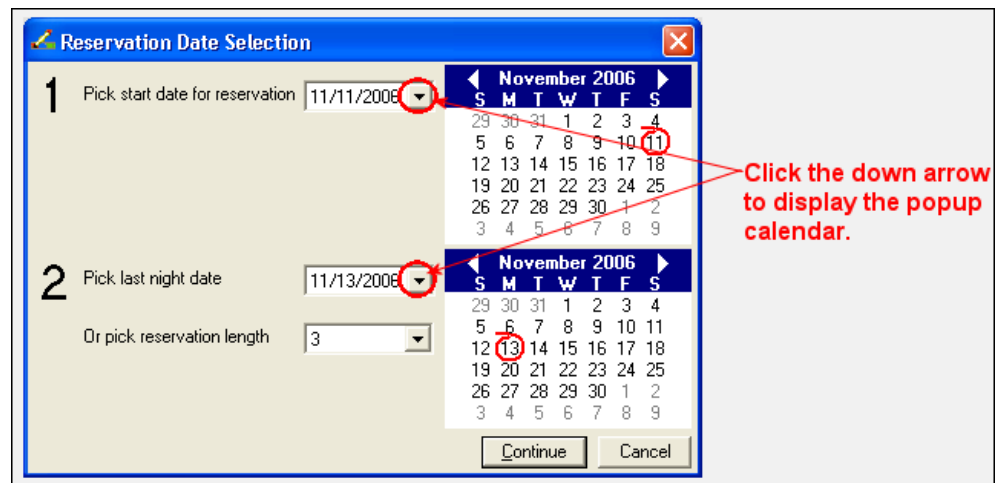
1. The Reservation Date Selection window is displayed. Use the left and right arrow buttons to scroll the calendar to the desired arrival month. Click on the reservation's arrival date from the calendar.



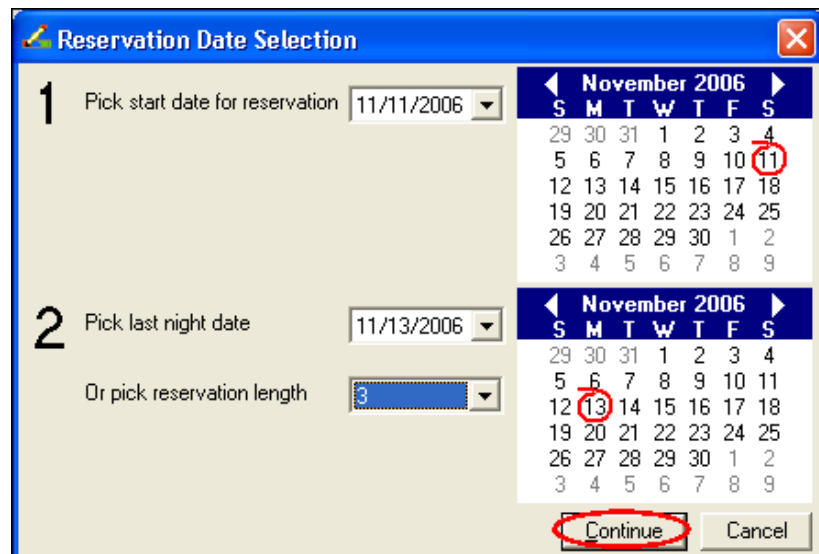
2. After selecting an arrival date, specify the last night the guest will be in-house. Use the left and right arrow buttons to scroll the calendar to the desired departure month. From the second calendar, click on the last night the reservation will be in-house. Alternatively, use the drop-down list (B) to select the number of nights the guest will be in-house.



Another option for specifying the reservation's arrival date and last night in-house is to click the down arrows to display popup calendars.

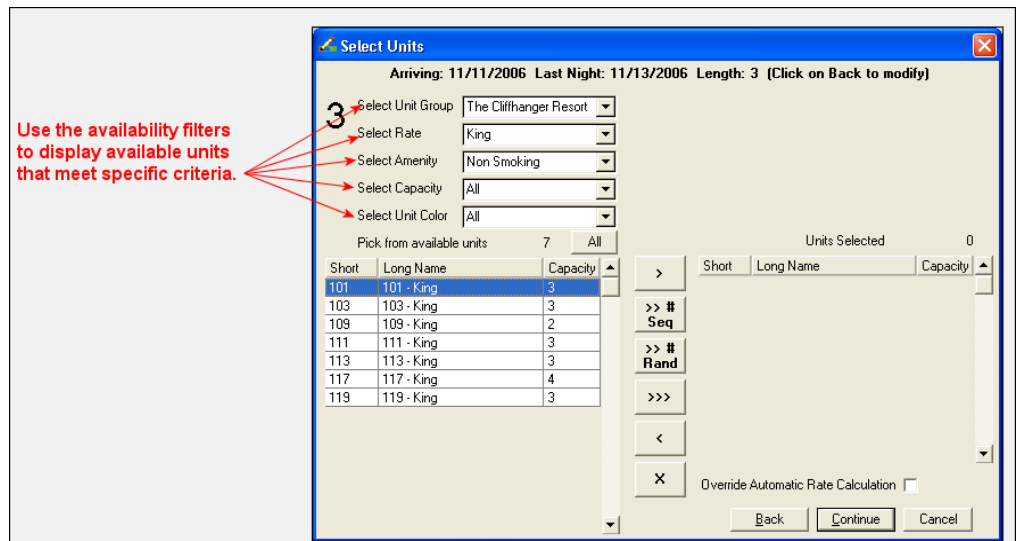


3. Click the Continue button.

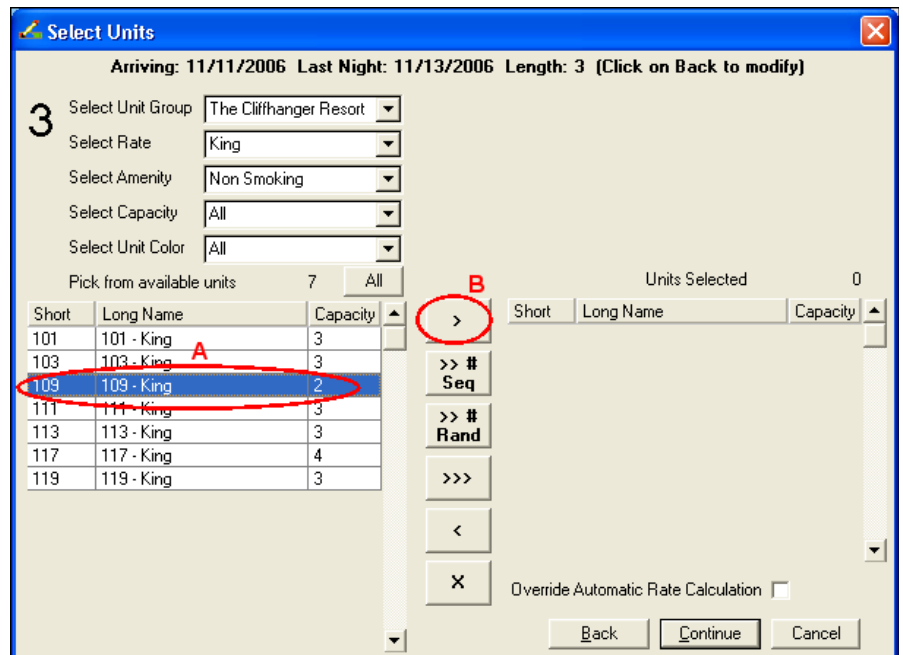




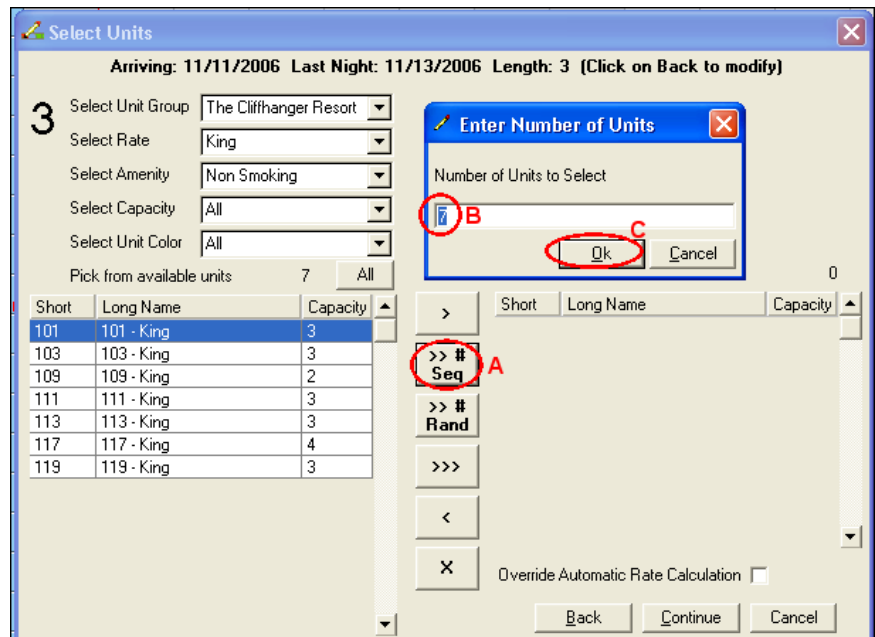
4. The Select Units window is displayed. Use the availability filters at the top of the window to display available units that meet specific criteria (unit group, rate, amenity, capacity, and/or unit color).



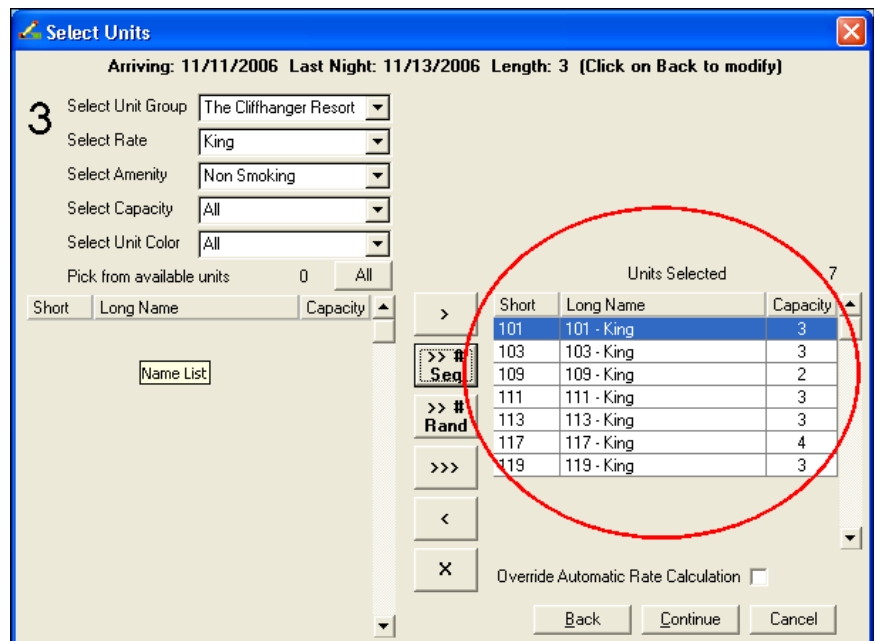
5. There are four options for selecting multiple units for a reservation.
  - a. To select specific rooms from the list of available rooms that has been filtered by criteria chosen above, highlight the first room desired (A) and click the right arrow button (B). Continue this process until all desired rooms are selected.



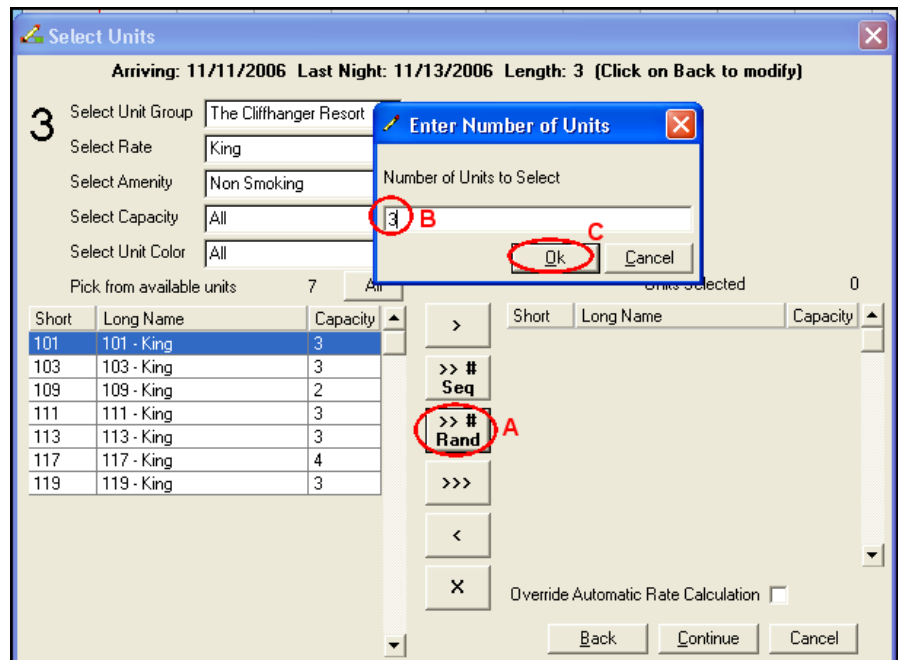
- b. To select a number of sequential units, click the ">> # Seq" button (A), specify the number of units needed (B), and then click the OK button (C).



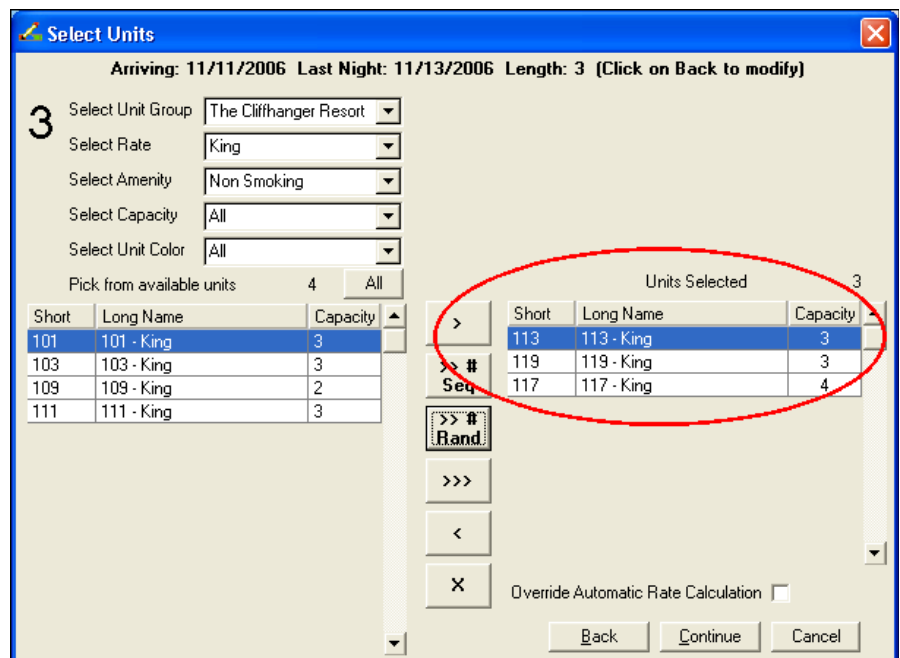
The rooms are added to the Units Selected table.



- c. To select multiple rooms in random order, click the ">> # Rand" button (A), enter the number of units needed (B), and click the OK button (C).



Rooms are added to the Units Selected table.



- d. To select all of the available rooms that meet the specified criteria, click the ">>>" button on the Select Units screen.

**Select Units**

Arriving: 11/11/2006 Last Night: 11/13/2006 Length: 3 (Click on Back to modify)

3 Select Unit Group: The Cliffhanger Resort

Select Rate: King

Select Amenity: Non Smoking

Select Capacity: All

Select Unit Color: All

Pick from available units: 0 All

Short	Long Name	Capacity
101	101 - King	3
103	103 - King	3
109	109 - King	2
111	111 - King	3
113	113 - King	3
117	117 - King	4
119	119 - King	3

Units Selected: 7



Click the multiple right arrow button to select all available rooms.

Buttons: > >> # Seq >> # Rand >>> < X

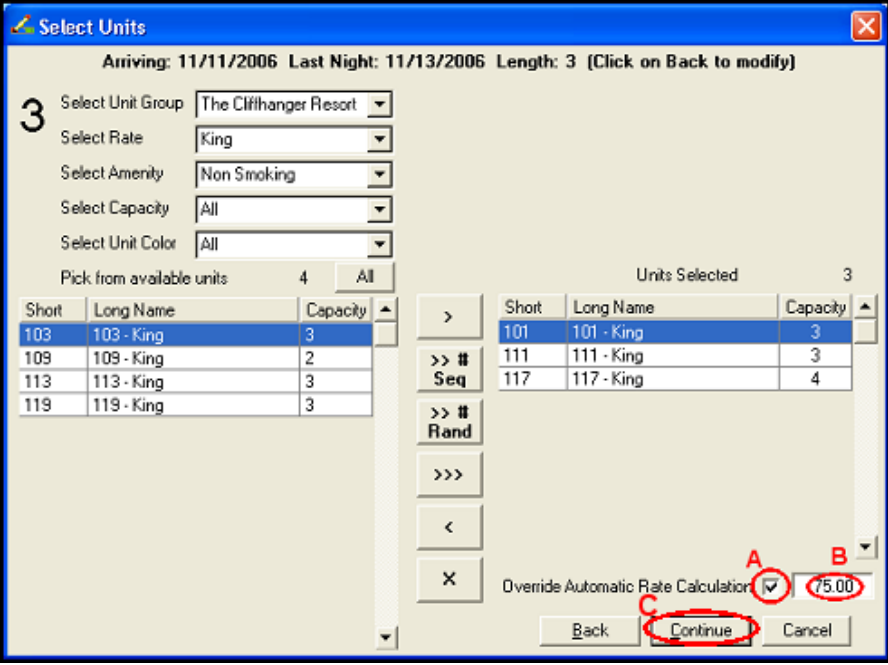
Override Automatic Rate Calculation ☐

Back Continue Cancel



The single left arrow button () removes a highlighted room from the Units Selected window. The X button () removes all rooms from the Units Selected list.

6. When selecting multiple units, the Override Automatic Rate Calculation checkbox can be used to manually specify a room rate for all selected rooms. After entering a checkmark in this box (A), enter a manual room rate for all rooms (B), and click the Continue button (C).



**Select Units**

Arriving: 11/11/2006 Last Night: 11/13/2006 Length: 3 (Click on Back to modify)

3 Select Unit Group: The Cliffhanger Resort

Select Rate: King

Select Amenity: Non Smoking

Select Capacity: All

Select Unit Color: All

Pick from available units: 4 All

Short	Long Name	Capacity
103	103 - King	3
109	109 - King	2
113	113 - King	3
119	119 - King	3

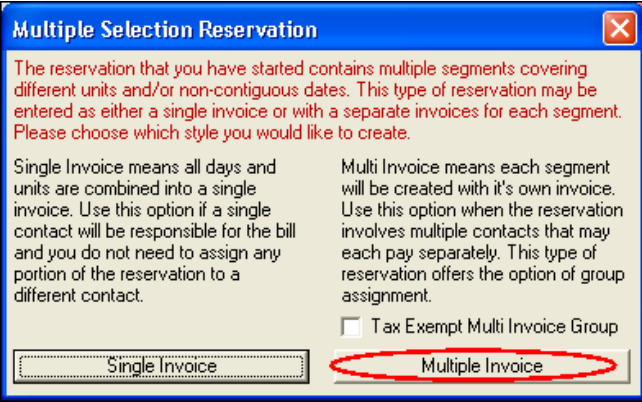
Units Selected: 3

Short	Long Name	Capacity
101	101 - King	3
111	111 - King	3
117	117 - King	4

Override Automatic Rate Calculation: ☒ (A) 75.00 (B)

Back Continue (C) Cancel

7. The Multiple Selection Reservation window is displayed. Click the Multiple Invoice button.



**Multiple Selection Reservation**

The reservation that you have started contains multiple segments covering different units and/or non-contiguous dates. This type of reservation may be entered as either a single invoice or with a separate invoices for each segment. Please choose which style you would like to create.

Single Invoice means all days and units are combined into a single invoice. Use this option if a single contact will be responsible for the bill and you do not need to assign any portion of the reservation to a different contact.

Multi Invoice means each segment will be created with it's own invoice. Use this option when the reservation involves multiple contacts that may each pay separately. This type of reservation offers the option of group assignment.

☐ Tax Exempt Multi Invoice Group

Single Invoice Multiple Invoice

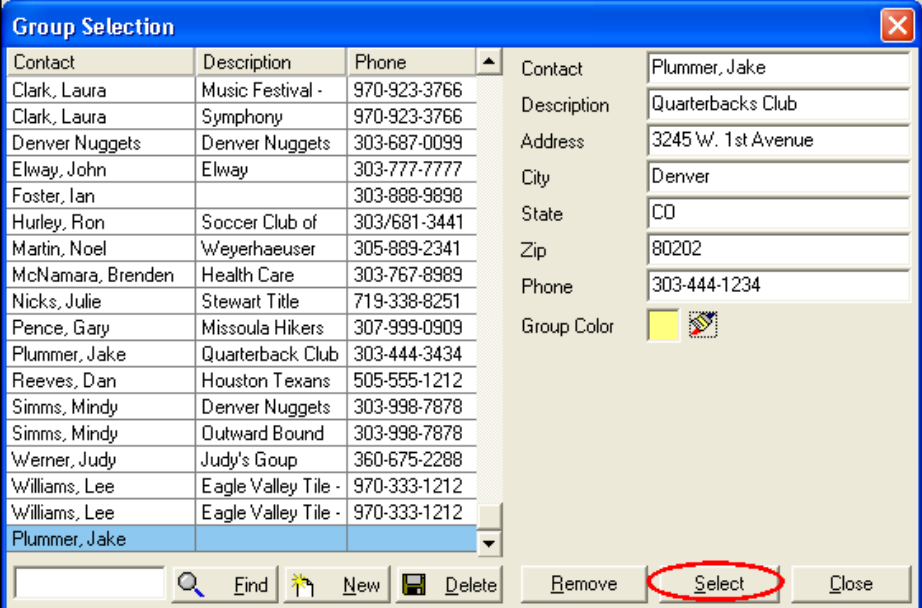
8. The RezStream Professional Name Search window is displayed. If a returning guest is making this multiple room reservation, select the guest's name from the list and click the Select button. For a new guest, enter a last and first name (Plummer, Jake) and click the New button.

Last Name	First Name	Spouse	Address	City	St	Home	Work
Ackerman	Joseph		2212 W. 7th St.	Denver	CO	303-681-32	303-555-12
Anderson	Jim	Julia	34512 W. 55th Street	Bellevue	WA	503-555-12	503-443-12
Anthony	Carmello		4708 Red Rock Drive	Larkspur	CO	303	
Bary	John	Jackie	5409 W. 3rd Avenue	Charlotte	NC	767-998-01	767-545-12
Bauer	Mario		8812 North Street	Colorado Springs	CO	719-887-98	719-454-54
Baxley	Brian		4434 W. Prairie Road	Ellicott	CO	719-545-09	
Bott	Louis		3005 Leslie Dr.	Englewood	CO	720-888-12	720-546-12
Bragg	Bill						
Braitberg	Joy	Kurt	31 Underhill Road	Hemet	CA	925-254-64	
Buffett	Jimmy	Jane	3313 W. Palm Beach	West Palm Beach	FL	414-555-12	414-765-12
Carroll	Joe		1121 W. 1st Avenue	Denver	CO	303/681-24	
Chesney	Kenny	Divorced	5431 W. Blue Avenue	Nashville	TN	505-908-12	505-661-12
Clark	Laura		123 W. 1st Ave.	Aspen	CO	970-923-37	
Dale	Joe	Julie	33443 Dearborn Ave.	Dearborn	MI	506-887-12	506-889-12
DeBerry	Fisher		2008 Alton Way				
DeLay	Heath	Leah	44234 South 6th	Aspen	CO	303-876-00	720-667-23
Doyle	Jayleen		4414 Arosa Drive		CO	970-476-29	970-476-11
Ecklund	Matt	Christy	3434 W. Palmer Blvd.	Palmer Lake	CO	719-598-09	719-593-19
Elway	John		212 W. Cherry Hills	Denver	CO	303-777-77	720-777-77
Emsley	Peter						
Flexor	David						
Foster	Ian	Jeanne	2212 W. Park Ave.	Denver	CO	303-888-98	720-778-99
Fredericks	James						

9. The Group Selection window is displayed. The contact listing that appears is the name of the person who made the last group reservation. To continue with the reservation for Jake Plummer, click the New button.

Contact	Description	Phone
Anthony, Carmello	Denver Nuggets	303-555-1234
Baxley, Brian	Oil and Gas Co.	719-545-0909
Clark, Laura	Music Festival -	970-923-3766
Clark, Laura	Symphony	970-923-3766
Denver Nuggets	Denver Nuggets	303-687-0099
Elway, John	Elway	303-777-7777
Foster, Ian		303-888-9898
Hurley, Ron	Soccer Club of	303/681-3441
Martin, Noel	Weyerhaeuser	305-889-2341
McNamara, Brenden	Health Care	303-767-8989
Nicks, Julie	Stewart Title	719-338-8251
Pence, Gary	Missoula Hikers	307-999-0909
Plummer, Jake	Quarterback Club	303-444-3434
Reeves, Dan	Houston Texans	505-555-1212
Simms, Mindy	Denver Nuggets	303-998-7878
Simms, Mindy	Outward Bound	303-998-7878
Werner, Judy	Judy's Goup	360-675-2288
Williams, Lee	Eagle Valley Tile -	970-333-1212

10. The contact name is populated automatically. Enter a description, address, city, state, zip, and phone. Alternatively, a group color can be assigned. The group color is displayed with the group reservation on the Daily screen. Click the Select button.



The Group Selection dialog box contains a table with contact information and a form for details.

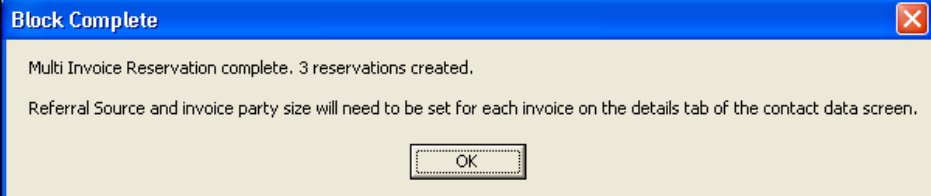
Contact	Description	Phone
Clark, Laura	Music Festival -	970-923-3766
Clark, Laura	Symphony	970-923-3766
Denver Nuggets	Denver Nuggets	303-687-0099
Elway, John	Elway	303-777-7777
Foster, Ian		303-888-9898
Hurley, Ron	Soccer Club of	303/681-3441
Martin, Noel	Weyerhaeuser	305-889-2341
McNamara, Brenden	Health Care	303-767-8989
Nicks, Julie	Stewart Title	719-338-8251
Pence, Gary	Missoula Hikers	307-999-0909
Plummer, Jake	Quarterback Club	303-444-3434
Reeves, Dan	Houston Texans	505-555-1212
Simms, Mindy	Denver Nuggets	303-998-7878
Simms, Mindy	Outward Bound	303-998-7878
Werner, Judy	Judy's Goup	360-675-2288
Williams, Lee	Eagle Valley Tile -	970-333-1212
Williams, Lee	Eagle Valley Tile -	970-333-1212
Plummer, Jake		

Form fields on the right:

- Contact: Plummer, Jake
- Description: Quarterbacks Club
- Address: 3245 W. 1st Avenue
- City: Denver
- State: CO
- Zip: 80202
- Phone: 303-444-1234
- Group Color: [Color Selection Icon]

Buttons at the bottom: Find, New, Delete, Remove, **Select** (circled in red), Close.

11. The Block Complete dialog box is displayed. Click OK to continue.



The Block Complete dialog box displays the following text:

Multi Invoice Reservation complete. 3 reservations created.

Referral Source and invoice party size will need to be set for each invoice on the details tab of the contact data screen.

OK

12. The Contact Data screen is displayed. Enter group contact and reservation specific information.

13. Click the Reserve Day F2 icon on the main RezStream toolbar to return to the Daily screen. The multiple reservations with Jake Plummer as the contact are now displayed by group color on the Daily screen.

	N	O	V	F	S	S	M
	7	8	9	10	11	12	13
Unit 101					Plummer, Jake 303-444-1234 (2) \$249.54		
Unit 102							
Unit 103							
Unit 104							
Unit 105							
Unit 106		Ackerman, Joseph 303-681-3242 (2) \$3					
Unit 107							
Unit 108							
Unit 109							
Unit 110							
Unit 111					Plummer, Jake 303-444-1234 (2) \$249.54		
Unit 112							
Unit 113							
Unit 114							
Unit 115							
Unit 116							
Unit 117					Plummer, Jake 303-444-1234 (2) \$249.54		



## LONG TERM RESERVATIONS

Long-term reservations should be made using the calendar method described in the previous section. With the calendar method, reservation dates are first selected from the calendars in the Reservation Date Selection window. Then, available rooms for the selected dates are displayed. With the calendar method, there is no need to scroll the Daily screen to find available rooms for an extended period. In the example below, the calendar method is used to book a long-term reservation arriving December 1, 2006 and departing February 1, 2007.

**Long Term Reservations**

**Reservation Date Selection**

Step 1 - Select an arrival date.

Step 2 - Select the last night the reservation will be in-house.

Pick start date for reservation: 12/01/2006

Pick last night date: 02/01/2007

Or pick reservation length: 63

Continue Cancel

After specifying reservation dates, click the Continue button and use the availability filters (A) to find a room that meets the guest's needs. Select the room by clicking the right arrow button (B) and click the Continue button (C).

**Select Units**

Arriving: 12/01/2006 Last Night: 02/01/2007 Length: 63 (Click on Back to modify)

3 Select Unit Group: The Cliffhanger Resort

Select Rate: King

Select Amenity: Ocean View

Select Capacity: All

Select Unit Color: All

Pick from available units: 7 All

Units Selected: 1

Short Long Name Capacity

101	101 - King	3
103	103 - King	3
117	117 - King	4
119	119 - King	3
121	121 - King	3
123	123 - King	3
125	125 - King	3

Short Long Name Capacity

107	107 - King	3
-----	------------	---

Override Automatic Rate Calculation ☐

Back Continue Cancel

After clicking the right arrow, the highlighted room (107) is moved to the Units Selected list.

The RezStream Professional Name Search window is displayed. Highlight a name in the guest history database and click the Select button or enter a new last and first name and click the New button.

**RezStream Professional Name Search**

Flexor David ☐ Business Name

Last Name	First Name	Spouse	Address	City	St	Home	Work
Ackerman	Joseph		2212 W. 7th St.	Denver	CO	303-681-32	303-555-12
Anderson	Jim	Julia	34512 W. 55th Street	Bellevue	WA	503-555-12	503-443-12
Anthony	Carmello		4708 Red Rock Drive	Larkspur	CO	303	
Barry	John	Jackie	5409 W. 3rd Avenue	Charlotte	NC	767-998-01	767-545-12
Bauer	Mario		8812 North Street	Colorado Springs	CO	719-887-98	719-454-54
Baxley	Brian		4434 W. Prairie Road	Ellicott	CO	719-545-09	
Bott	Louis		3005 Leslie Dr.	Englewood	CO	720-888-12	720-546-12
Bragg	Bill						
Braitberg	Joy	Kurt	31 Underhill Road	Hemet	CA	925-254-64	
Buffett	Jimmy	Jane	3313 W. Palm Beach	West Palm Beach	FL	414-555-12	414-765-12
Carroll	Joe		1121 W. 1st Avenue	Denver	CO	303/681-24	
Chesney	Kenny	Divorced	5431 W. Blue Avenue	Nashville	TN	505-908-12	505-661-12
Clark	Laura		123 W. 1st Ave.	Aspen	CO	970-923-37	
Dale	Joe	Julie	33443 Dearborn Ave.	Dearborn	MI	506-887-12	506-889-12
DeBerry	Fisher		2008 Afton Way				
DeLay	Heath	Leah	44234 South 6th	Aspen	CO	303-876-00	720-667-23
Doyle	Jayleen		4414 Arosa Drive		CO	970-476-29	970-476-11
Ecklund	Matt	Christy	3434 W. Palmer Blvd.	Palmer Lake	CO	719-598-09	719-593-19
Elway	John		212 W. Cherry Hills	Denver	CO	303-777-77	720-777-77
Emsley	Peter						
Flexor	David						
Foster	Ian	Jeanne	2212 W. Park Ave.	Denver	CO	303-888-98	720-778-99
Fredericks	James						

Complete the fields in the by the Day Reservation Dialog and click the OK button.

**by the Day Reservation Dialog**

Reservation for: **David Flexor**  
 4807 Sageport Rd.  
 Larkspur, CO 80118  
 303-681-8898 720-998-7878

Rate Selection

Adult: 2 Child: 0 Unit Rate: Rack Package Selection: None Discount Selection: None

Pets: 0 Cars: 0 Tax Exempt: ☐

Recalculate

Reservation Summary

Starts: 12/01/2006 Unit: 107 - King  
 Ends: 02/02/2007  
 Days: 63

Daily Reservation Total: \$1,800.00  
 Hourly Reservation Total: \$0.00  
 POS Items/Package Items: \$0.00  
 Tax: \$196.57  
**Total Charges: \$1,996.57**

Reason for reservation

Cancel

The Contact Data screen is displayed. Enter guest and reservation specific information.

**Contact Invoice History 12/94**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
671	2/25/2007	2/25/2007	2/27/2007	126	3	\$863.22	\$0.00	671
605	11/12/2006	12/1/2006	2/1/2007	107	63	\$1,996.57	\$0.00	605
508	4/3/2006	4/7/2006	4/12/2006	108	6	\$1,009.22	\$1,009.22	508
428	2/8/2006	2/10/2006	2/13/2006	111	4	\$510.14	\$230.00	428
401	1/25/2006	2/3/2006	2/7/2006	112	5	\$571.16	\$0.00	401
348	1/17/2006	1/19/2006	1/23/2006	116	5	\$737.51	\$737.51	348
296	1/11/2006	1/9/2006	1/8/2006	BIKE1	0	\$16.64	\$0.00	296
222	1/11/2006	1/14/2006	1/13/2006	MTG1	0	\$171.90	\$77.50	222
188	1/8/2006	1/8/2006	1/10/2006	113	3	\$332.70	\$0.00	188
166	1/8/2006	1/17/2006	1/21/2006	104	5	\$571.16	\$571.16	166

Starts: **Fri, Dec 01, 2006** Departs: **Fri, Feb 02, 2007** Length: **63** Start Unit: **107**  
 Adult: 2 Pets: 0 Daily Reservation Total: \$1,800.00 Charges: \$1,996.57  
 Child: 0 Cars: 0 Hourly Reservation Total: \$0.00 Paid: \$0.00  
 Checked In: Point of Sale Charges: \$0.00 Due: **\$1,996.57**  
 Checked Out: Tax: \$196.57 Last Change: 11/29/2006

Guest Info: Invoice Notes Private Notes Travel Agent Custom Notes Payments Line Items

Payment Data: Confirmation # 605 Cancellation # AD Group  
 Adult: 2 Child: 0  
 Pets: 0 Cars: 0  
 Arrive: Depart: Letter: Standard  
 Checked In: Out: Batch Print: Flag: Invoice Check Box Flags: Tax Exempt, Attention, Custom 2, Custom 3, Custom 4, Custom 5, Custom 6



**Long term reservations are displayed on the Daily screen in the same manner as any other reservation type.**

## CUSTOMIZING THE CONTACT DATA SCREEN

The Contact Data screen is displayed as part of the reservation process. It is used for entering the guest's personal information, notes, and displaying the guest's reservation history. A sample Contact Data screen is displayed below.

**Contact Invoice History 4/12**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
335	1/17/2006	1/22/2006	1/25/2006	107	4	\$443.60	\$443.60	335
227	1/11/2006	1/14/2006	1/13/2006	MTG2	0	\$687.58	\$687.58	227
195	1/8/2006	1/7/2006	1/12/2006	117	6	\$698.67	\$698.67	195
37	10/28/2005	11/1/2005	11/2/2005	110	2	\$277.26	\$62.50	37

Starts: **Sun, Jan 22, 2006** Departs: **Thu, Jan 26, 2006** Length: **4** Start Unit: **107**  
 Adult: 2 Pets: 1 Daily Reservation Total: \$400.00 Charges: \$443.60  
 Child: 0 Cars: 1 Hourly Reservation Total: \$0.00 Paid: \$443.60  
 Checked In: Point of Sale Charges: \$0.00 Due: **\$0.00**  
 Checked Out: Tax: \$43.60 Last Change: 1/17/2006

Guest Info: Invoice Notes Private Notes Travel Agent Custom Notes Payments Line Items

Payment Data: Confirmation # 335 Cancellation # AD Group  
 Adult: 2 Child: 0  
 Pets: 1 Cars: 1  
 Arrive: 11:36 PM 1/25/2006 Depart: Letter: Standard  
 Checked In: Out: Batch Print: Flag: Invoice Check Box Flags: Tax Exempt, Attention, Custom 2, Custom 3, Custom 4, Custom 5, Custom 6

Several field and tab labels can be customized on the Contact Data screen.

1. The contact text fields.

**Contact Invoice History 4/12**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
335	1/17/2006	1/22/2006	1/25/2006	107	4	\$443.60	\$443.60	335
227	1/11/2006	1/14/2006	1/13/2006	MTG2	0	\$687.58	\$687.58	227
195	1/8/2006	1/7/2006	1/12/2006	117	6	\$698.67	\$698.67	195
37	10/28/2005	11/1/2005	11/2/2005	110	2	\$277.26	\$62.50	37

Starts: Sun, Jan 22, 2006    Departs: Thu, Jan 26, 2006    Length: 4    Start Unit: 107  
 Adult: 2    Pets: 1    Daily Reservation Total: \$400.00    Charges: \$443.60  
 Child: 0    Cars: 1    Hourly Reservation Total: \$0.00    Paid: \$443.60  
 Checked In: ✓    Point of Sale Charges: \$0.00    Due: \$0.00  
 Checked Out:    Tax: \$43.60    Last Change: 1/17/2006

Guest Info | Invoice Notes | Private Notes | Travel Agent | Custom Notes | Payments | Line Items

Confirmation #: 335    AD    Group

Payment Data: Swipe Card...    Credit Card Data: Q Σ    Exp:    Credit Card Hold: ☐

Adult: 2    Child: 0    Pets: 1    Cars: 1    Arrive: 11:36 PM 1/25/2006    Depart:    Letter: Standard    Checked In: ☒    Out: ☐    Batch Print: ☒    Flag: ☐

Invoice Check Box Flags:  
☐ Tax Exempt  
☐ Attention  
☐ Custom 2  
☐ Custom 3  
☐ Custom 4  
☐ Custom 5  
☐ Custom 6

2. The contact check box flags on the Details tab.

**Contact Invoice History 4/12**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
335	1/17/2006	1/22/2006	1/25/2006	107	4	\$443.60	\$443.60	335
227	1/11/2006	1/14/2006	1/13/2006	MTG2	0	\$687.58	\$687.58	227
195	1/8/2006	1/7/2006	1/12/2006	117	6	\$698.67	\$698.67	195
37	10/28/2005	11/1/2005	11/2/2005	110	2	\$277.26	\$62.50	37

Starts: Sun, Jan 22, 2006    Departs: Thu, Jan 26, 2006    Length: 4    Start Unit: 107  
 Adult: 2    Pets: 1    Daily Reservation Total: \$400.00    Charges: \$443.60  
 Child: 0    Cars: 1    Hourly Reservation Total: \$0.00    Paid: \$443.60  
 Checked In: ✓    Point of Sale Charges: \$0.00    Due: \$0.00  
 Checked Out:    Tax: \$43.60    Last Change: 1/17/2006

Guest Info | Invoice Notes | Private Notes | Travel Agent | Custom Notes | Payments | Line Items

Confirmation #: 335    AD    Group

Payment Data: Swipe Card...    Credit Card Data: Q Σ    Exp:    Credit Card Hold: ☐

Adult: 2    Child: 0    Pets: 1    Cars: 1    Arrive: 11:36 PM 1/25/2006    Depart:    Letter: Standard    Checked In: ☒    Out: ☐    Batch Print: ☒    Flag: ☐

Invoice Check Box Flags:  
☐ Tax Exempt  
☐ Attention  
☐ Custom 2  
☐ Custom 3  
☐ Custom 4  
☐ Custom 5  
☐ Custom 6

Contact Notes | Private Notes | **Details** | Contact Log | Photo

Interests and Activities:    Special Occasions:    Contact Check Box Flags:  
☐ Special    ☐ VIP    ☐ Owner    ☐ Custom 4    ☐ Custom 5    ☐ Custom 6  
 Referral Source: Newspaper: Local    Edit Lists...

3. The contact tab labels on the left-hand side of the Contact Data screen.

**Contact Data Screen**

**Contact Information:**

First, Last Name: Mr. Todd Snider  
 2nd First, Last:   
 Address 1: 2212 Charleston Road  
 Address 2:   
 City, St, Zip: Charleston SC 99870  
 Country, Fax: United States of America  
 Ph Home, Work: 607-332-0909 607-443-1254  
 Business Name:   
 Email Address: todd@mygeneration.com  
 Custom 2:   
 Custom 3:   
 Custom 4:   
 Custom 5:   
 Contact Notes | Private Notes | Details | Contact Log | Photo |  
 Contact Report Notes print with various reports  
 Contact Category:   
 Inquiry   
 New   
 Repeat   
 Business   
 Other   
 Vendor  
 10/28/2005

**Contact Invoice History 4/12**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
335	1/17/2006	1/22/2006	1/25/2006	107	4	\$443.60	\$443.60	335
227	1/11/2006	1/14/2006	1/13/2006	MTG2	0	\$687.58	\$687.58	227
195	1/8/2006	1/7/2006	1/12/2006	117	6	\$698.67	\$698.67	195
37	10/28/2005	11/1/2005	11/2/2005	110	2	\$277.26	\$62.50	37

**Starts: Sun, Jan 22, 2006** **Departs: Thu, Jan 26, 2006** **Length: 4** **Start Unit: 107**

Adult 2 Pets 1 Daily Reservation Total: \$400.00 Charges: \$443.60  
 Child 0 Cars 1 Hourly Reservation Total: \$0.00 Paid: \$443.60  
 Checked In: ✓ Point of Sale Charges: \$0.00 Due: \$0.00  
 Checked Out: Tax: \$43.60 Last Change: 1/17/2006

**Guest Info | Invoice Notes | Private Notes | Travel Agent | Custom Notes | Payments | Line Items**

**Payment Data:**  
 Confirmation # 335  
 Cancellation #   
 Adult 6 Child 0  
 Pets 1 Cars 1  
 Arrive 11:36 PM 1/25/2006  
 Depart   
 Letter Standard  
 Checked In Out  
 Batch Print Flag  
 Credit Card Hold

**Invoice Check Box Flags:**  
☐ Tax Exempt  
☐ Attention  
☐ Custom 2  
☐ Custom 3  
☐ Custom 4  
☐ Custom 5  
☐ Custom 6

4. The invoice tab labels on the right-hand side of the Contact Data screen.

**Contact Data Screen**

**Contact Information:**

First, Last Name: Mr. Todd Snider  
 2nd First, Last:   
 Address 1: 2212 Charleston Road  
 Address 2:   
 City, St, Zip: Charleston SC 99870  
 Country, Fax: United States of America  
 Ph Home, Work: 607-332-0909 607-443-1254  
 Business Name:   
 Email Address: todd@mygeneration.com  
 Custom 2:   
 Custom 3:   
 Custom 4:   
 Custom 5:   
 Contact Notes | Private Notes | Details | Contact Log | Photo |  
 Contact Report Notes print with various reports  
 Contact Category:   
 Inquiry   
 New   
 Repeat   
 Business   
 Other   
 Vendor  
 10/28/2005

**Contact Invoice History 4/12**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
335	1/17/2006	1/22/2006	1/25/2006	107	4	\$443.60	\$443.60	335
227	1/11/2006	1/14/2006	1/13/2006	MTG2	0	\$687.58	\$687.58	227
195	1/8/2006	1/7/2006	1/12/2006	117	6	\$698.67	\$698.67	195
37	10/28/2005	11/1/2005	11/2/2005	110	2	\$277.26	\$62.50	37

**Starts: Sun, Jan 22, 2006** **Departs: Thu, Jan 26, 2006** **Length: 4** **Start Unit: 107**

Adult 2 Pets 1 Daily Reservation Total: \$400.00 Charges: \$443.60  
 Child 0 Cars 1 Hourly Reservation Total: \$0.00 Paid: \$443.60  
 Checked In: ✓ Point of Sale Charges: \$0.00 Due: \$0.00  
 Checked Out: Tax: \$43.60 Last Change: 1/17/2006

**Guest Info | Invoice Notes | Private Notes | Travel Agent | Custom Notes | Payments | Line Items**

**Payment Data:**  
 Confirmation # 335  
 Cancellation #   
 Adult 6 Child 0  
 Pets 1 Cars 1  
 Arrive 11:36 PM 1/25/2006  
 Depart   
 Letter Standard  
 Checked In Out  
 Batch Print Flag  
 Credit Card Hold

**Invoice Check Box Flags:**  
☐ Tax Exempt  
☐ Attention  
☐ Custom 2  
☐ Custom 3  
☐ Custom 4  
☐ Custom 5  
☐ Custom 6

## 5. The person rate types on the Guest Info. tab.

**Contact Invoice History 4/12**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
335	1/17/2006	1/22/2006	1/25/2006	107	4	\$443.60	\$443.60	335
227	1/11/2006	1/14/2006	1/13/2006	MTG2	0	\$687.58	\$687.58	227
195	1/8/2006	1/7/2006	1/12/2006	117	6	\$698.67	\$698.67	195
37	10/28/2005	11/1/2005	11/2/2005	110	2	\$277.26	\$62.50	37

Starts: Sun, Jan 22, 2006    Departs: Thu, Jan 26, 2006    Length: 4    Start Unit: 107

Adult 2    Pets 1    Daily Reservation Total: \$400.00    Charges: \$443.60

Child 0    Cars 1    Hourly Reservation Total: \$0.00    Paid: \$443.60

Checked In: ✓    Point of Sale Charges: \$0.00    Due: \$0.00

Checked Out:    Tax: \$43.60    Last Change: 1/17/2006

**Guest Info. | Invoice Notes | Private Notes | Travel Agent | Custom Notes | Payments | Line Items**

Confirmation # 335    AD    Group

Adult 6    Child 6    Invoice Check Box Flags

Pets 1    Cars 1    ☐ Tax Exempt

Arrive 11:35 PM 1/26/2006    ☐ Attention

Depart    Letter Standard    ☐ Custom 2

Checked In ☒    Out ☐    ☐ Custom 3

Batch Print ☒    Flag ☐    ☐ Custom 4

☐ Custom 5

☐ Custom 6

## 6. The invoice custom text fields on the Custom Notes tab.

**Contact Invoice History 4/12**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
335	1/17/2006	1/22/2006	1/25/2006	107	4	\$443.60	\$443.60	335
227	1/11/2006	1/14/2006	1/13/2006	MTG2	0	\$687.58	\$687.58	227
195	1/8/2006	1/7/2006	1/12/2006	117	6	\$698.67	\$698.67	195
37	10/28/2005	11/1/2005	11/2/2005	110	2	\$277.26	\$62.50	37

Starts: Sun, Jan 22, 2006    Departs: Thu, Jan 26, 2006    Length: 4    Start Unit: 107

Adult 2    Pets 1    Daily Reservation Total: \$400.00    Charges: \$443.60

Child 0    Cars 1    Hourly Reservation Total: \$0.00    Paid: \$443.60

Checked In: ✓    Point of Sale Charges: \$0.00    Due: \$0.00

Checked Out:    Tax: \$43.60    Last Change: 1/17/2006

**Guest Info. | Invoice Notes | Private Notes | Travel Agent | Custom Notes | Payments | Line Items**

Packages

Custom 1

Custom 2

Custom 3

Custom 4

Custom 5

Custom 6

Vehicle Description

Invoice Referral Source

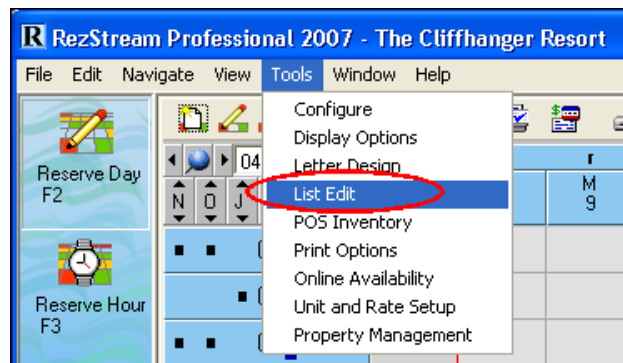
Repeat Business

Reason for reservation

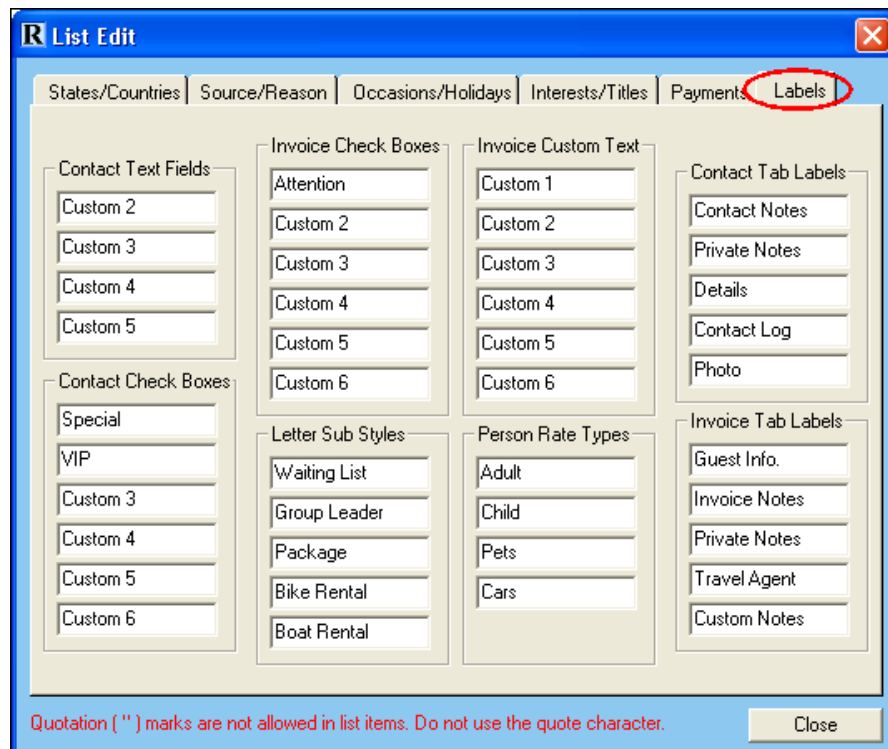
None    Edit Lists...

Use the following steps for customizing the fields and labels listed above.

- A. Click Tools > List Edit. The RezStream Configuration Utility is displayed.



- B. Click the Labels tab on the List Edit screen.



- C. The contact text fields were described in #1 above. The contact check boxes were described in #2. The contact tab labels were described in #3. The invoice tab labels were described in #4, the person rate types in #5, and the invoice custom text in #6.

- D. Customize any field by deleting the RezStream Professional default text that does not apply and add customized text for your property.
- E. Click the Close button to apply changes.



***After making changes to text field or tab labels, you must exit RezStream Professional (File > Exit) and re-login for customized changes to appear on the Contact Data screen.***



## Sample Contact Data Screen Customization

In the example displayed below, the contact text fields have been customized to read Rewards #, Company Name, Special Req. #1 and Special Req. #2. In addition, the invoice custom text fields have been changed to read License #, # of Golfers, Tee Time #1, Tee Time #2, Tee Time #3, and Tee Time #4.

**Contact Invoice History 6/16**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
405	1/25/2006	1/29/2006	2/2/2006	118	5	\$526.80	\$237.50	405
334	1/17/2006	1/27/2006	1/29/2006	106	3	\$360.44	\$360.44	334
229	1/11/2006	1/12/2006	1/11/2006	MTG2	0	\$621.04	\$621.04	229
190	1/8/2006	1/9/2006	1/12/2006	115	4	\$443.60	\$443.60	190
77	11/10/2005	11/11/2005	11/10/2005	MTG1	0	\$543.41	\$0.00	77
41	11/3/2005	11/8/2005	11/11/2005	102	4	\$443.62	\$200.00	41

Starts: Sun, Jan 29, 2006    Departs: Fri, Feb 03, 2006    Length: 5    Start Unit: 118

Adult: 2    Pets: 0    Daily Reservation Total: \$475.00    Charges: \$526.80  
 Child: 0    Cars: 0    Hourly Reservation Total: \$0.00    Paid: \$237.50  
 Checked In:    Point of Sale Charges: \$0.00    Due: \$269.30  
 Checked Out:    Tax: \$51.80    Last Change: 1/25/2006

Guest Info. | Invoice Notes | Private Notes | Travel Agent | Custom Notes | Payments | Line Items

Packages: License # DWG-1234  
 # of Golfers 4  
 Tee Time #1 9:20AM - True Blue  
 Tee Time #2 8:44AM - Caldonia  
 Tee Time #3 8:22AM - Pawleys Plantation  
 Tee Time #4 11:00AM - Crooked Stick

Vehicle Description  
 Invoice Referral Source  
 Repeat Business  
 Reason for reservation  
 None

**Edit Lists...**

The Edit Lists button is a shortcut to the Tools > List Edit window.



**The Edit Lists button on the Contact Data screen is a shortcut to the Tools > List Edit window.**

These changes to the contact text fields and invoice custom text fields were made in the Tools > List Edit > Labels tab.

**List Edit**

States/Countries | Source/Reason | Occasions/Holidays | Interests/Titles | Payments | **Labels**

**Contact Text Fields**

Rewards #  
 Company Name  
 Special Req. #1  
 Special Req. #2

**Invoice Check Boxes**

Attention  
 Custom 2  
 Custom 3  
 Custom 4  
 Custom 5  
 Custom 6

**Invoice Custom Text**

License #  
 # of Golfers  
 Tee Time #1  
 Tee Time #2  
 Tee Time #3  
 Tee Time #4

**Contact Check Boxes**

Special  
 VIP  
 Custom 3  
 Custom 4  
 Custom 5  
 Custom 6

**Letter Sub Styles**

Waiting List  
 Group Leader  
 Package  
 Bike Rental  
 Boat Rental

**Person Rate Types**

Adult  
 Child  
 Pets  
 Cars

**Contact Tab Labels**

Contact Notes  
 Private Notes  
 Details  
 Contact Log  
 Photo

**Invoice Tab Labels**

Guest Info.  
 Invoice Notes  
 Private Notes  
 Travel Agent  
 Custom Notes

Quotation ( " ) marks are not allowed in list items. Do not use the quote character.

Close



**After making any changes to text fields or tab labels, exit RezStream Professional (File > Exit) and re-login to utilize Contact Data screen customizations.**

The data entered in the customized invoice custom text fields can be included on reports.

License #	DWG-1234
# of Golfers	4
Tee Time #1	9:20AM - True Blue
Tee Time #2	8:44AM - Caldonia
Tee Time #3	8:22AM - Pawleys Plantation
Tee Time #4	11:00AM - Crooked Stick

**The customized Tee Time fields can be added to the reservation confirmation.**

In this example, the tee time fields have been added to the reservation confirmation.

Your deposit payment of \$245.00 is due by Thursday, November 24, 2005, 10 days after requesting the reservation. Your full payment of \$543.41 is due on arrival.

Tee times for your stay are listed below.

9:20 AM - True Blue  
 9:44 AM - Caldonia  
 8:22 AM - Pawleys Plantation  
 11:00 AM - Crooked Stick

Your friends at The Cliffhanger Resort

*Contact The Cliffhanger Resort at:  
 700 Highway 1 - Yachats, OR 97499  
 Phone: 541-888-2525  
 Email: reservations@chr.com*

While editing confirmations in Tools > Letter Design, the invoice custom text fields are included in the codes drop-down list.

Code	Description
<RDUE>	Right Justify Amount Due
<RTAX>	Right Justify Tax Total
<CC>	Credit Card
<CD>	Mask Credit Card
<CCEXP>	Credit Card Exp
<PAYTYPE>	Payment Type
<DEPOSIT>	Calculated Deposit
<DEPOSITAFTER>	Deposit Due Date After
<DEPOSITBEFORE>	Deposit Due Before Arrival
<DEPOSITMANUAL>	Manual Entry Deposit
<CONVRATE>	Conversion Rate
<CONVTOTAL>	Conversion Total
<INVPOLICY>	Invoice Policy
<INVCUSTOM1>	Invoice Custom Text 1
<INVCUSTOM2>	Invoice Custom Text 2
<INVCUSTOM3>	Invoice Custom Text 3
<INVCUSTOM4>	Invoice Custom Text 4
<INVCUSTOM5>	Invoice Custom Text 5
<INVCUSTOM6>	Invoice Custom Text 6
<INVNUMBER>	Invoice Number
<INVSTAYS>	Number of Stays
<INVSTAYDAYS>	Total Nights Stayed
<BNAME>	Business Name
<BADDRESS>	Business Address
<BPHONE>	Business Phone
<BFAV>	Business Fax
<EMAIL>	Business Email Address



**For additional information about customizing confirmations, please see the section Customizing Letters on page 376.**

## **CANCELING RESERVATIONS**

RezStream Professional provides a great deal of flexibility when canceling reservations. Based on your property's cancellation policy, guests may receive a full refund, partial refund, and/or credit voucher when canceling reservations. The following four cancellation scenarios are covered in this section.

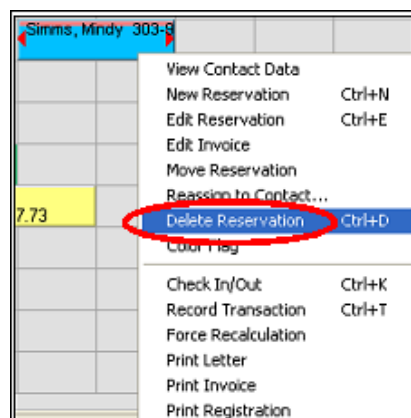
1. A hotel requires a credit card for booking a reservation, however the property does not actually take an advance deposit prior to the guest's arrival. The guest cancels prior to the day before arrival. In this scenario, the reservation is simply canceled without a cancellation fee.
2. A hotel has a cancellation policy where cancellations on the day of arrival are subject to the first night's room charge. In this example, the guest's credit card is charged for one night of room and tax and then the reservation is canceled.
3. A condominium resort charges the guest's credit card for one night of room and tax when the reservation is booked. The property's cancellation policy states that, regardless of when the reservation is canceled, the guest is subject to a cancellation fee of 10% of the total reservation amount.
4. A destination resort charges the guest for the entire stay at the time the reservation is booked. The property's cancellation policy states that, when reservations are canceled, they are subject to a 10% cancellation fee. In addition, the remainder of the advance deposit is applied to a credit voucher.

Each of these cancellation scenarios is described in the sections below.

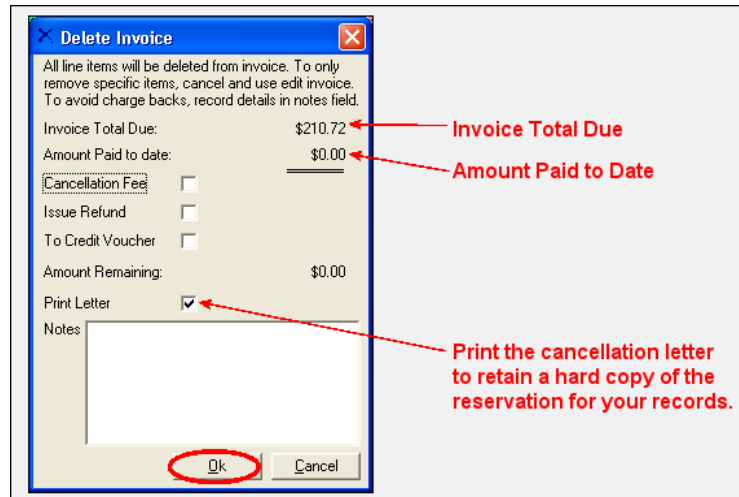
### ***Scenario 1: Credit Card Hold – No Cancellation Fee***

Many hotels require a credit card in order to book a reservation but do not charge the credit card at the time of booking. When a guest cancels the reservation outside of the time frame where cancellation fees are charged, the reservation is simply canceled using the steps below.

1. From the Daily screen, right-click the reservation to be canceled and select "Delete Reservation."

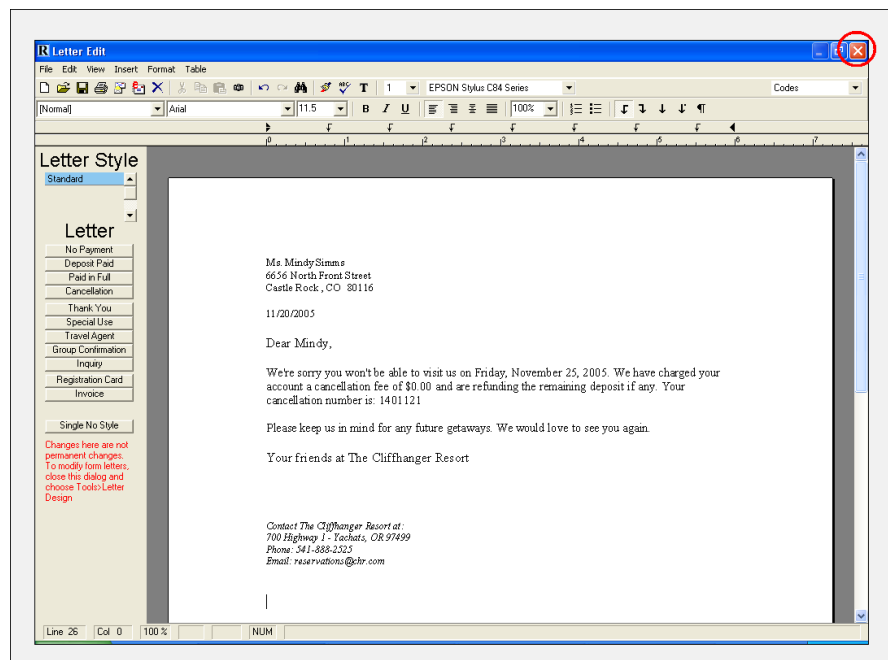


- The Delete Invoice window is displayed. The only checkbox that should be selected in this scenario is the one for "Print Letter." The Print Letter box is selected in order to retain a hard copy of the canceled reservation. In addition, the cancellation letter can be mailed to the guest, if necessary. After completing the fields in the Delete Invoice window, click the OK button.

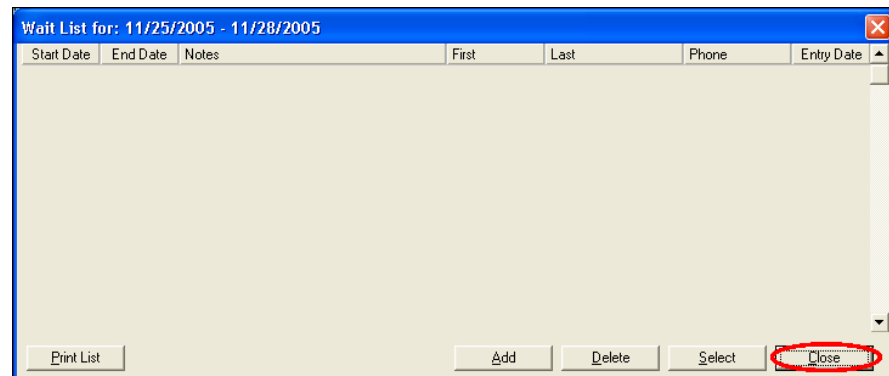


***The Invoice Total Due and the Amount Paid to Date lines help determine what action to take when canceling a reservation. In the example above, no payments have been made therefore there is no refund to issue. Since the reservation is being canceled before cancellation fees apply, the Cancellation Fee checkbox remains unchecked.***

- The cancellation letter is displayed to the screen. Print a hard copy of the reservation for your records.



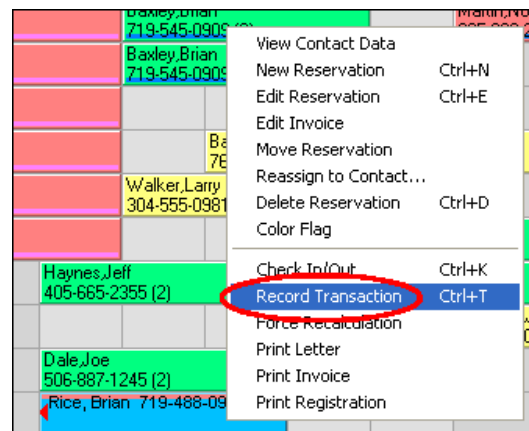
- After closing the letter by clicking the "X" in the upper right-hand corner of the Letter Edit window, the Wait List window is displayed. Click the Close button to continue to the Daily screen.



### Scenario 2: Credit Card Hold with Cancellation Fee

The second scenario is also likely to occur at hotel properties that do NOT require advance deposits at the time a booking is made. In this example, the property requires a credit card for booking the reservation. The property's cancellation policy specifies that any reservation canceled after 6PM on the day of arrival is subject to a cancellation fee equal to the first night's room and tax. In this example, the total for one night's room and tax is \$105.36. Use the following steps for canceling a reservation subject to a cancellation fee.

- From the Daily screen, right-click the reservation to be canceled and select Record Transaction.

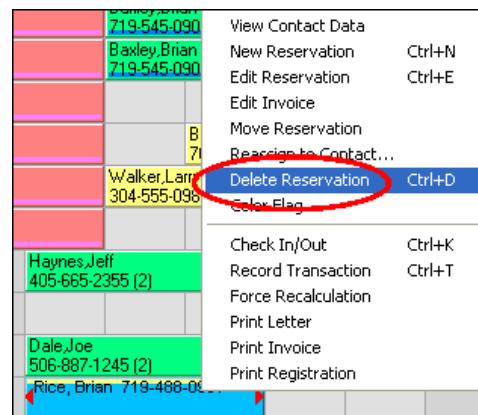


- The Payment Information window is displayed. Enter a payment amount that is equal to the first night's room and tax.

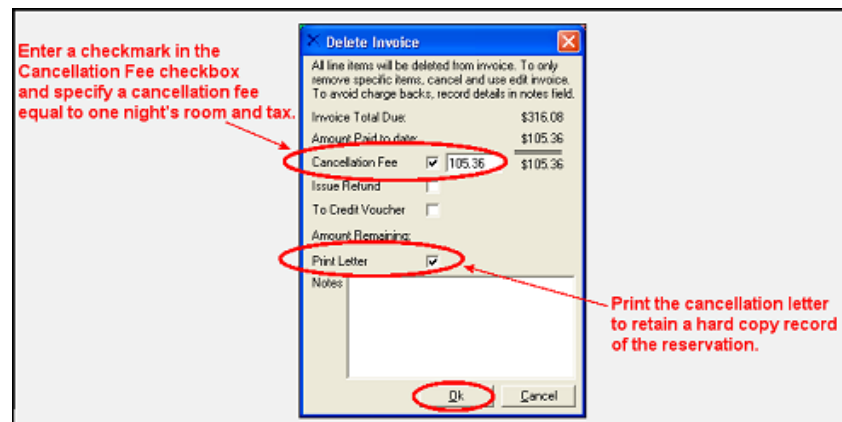
Enter a payment amount equal to the first night's room and tax.

After entering the payment amount, click the Save button.

- After entering the payment amount, click the Save button.
- From the Daily screen, right-click the reservation again and select Delete Reservation.



- The Delete Invoice window is displayed. Enter a checkmark in the Cancellation Fee checkbox and specify a cancellation fee equal to one night's room and tax (\$105.36). Print the cancellation letter in order to retain a hard copy of the reservation for your records and to notify the guest in writing of the cancellation, if necessary.



- Click the OK button. The cancellation letter is displayed. Print the letter for your records. After closing the letter by clicking the "X" in the upper right-hand corner, the Wait List window is displayed. Click the Close button to continue to the Daily screen.

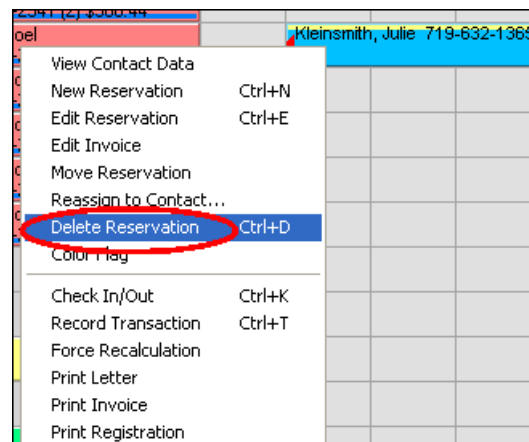


**A percentage can also be entered in the Cancellation Fee field. For example, if your property's cancellation policy specifies that 10% of the advance deposit is forfeited due to cancellation, enter "10%" in the Cancellation Fee field. The Cancellation Fee dollar amount is automatically calculated. For additional information, refer to Scenario 3 below.**

### Scenario 3: Advance Deposit with Cancellation Fee

In scenario three, a condominium resort requires an advance deposit at the time a reservation is booked equal to one night's room and tax. The resort's cancellation policy states that all cancellations are subject to a 10% of total reservation amount service fee. The remainder of the advance deposit is refunded to the guest. Use the following steps for completing this cancellation scenario.

- From the Daily screen, right-click the reservation to be canceled and select Delete Reservation.



- The Delete Invoice window is displayed. Enter a checkmark in the Cancellation Fee checkbox and enter a cancellation fee of 10%. Next, enter a checkmark in the Issue Refund checkbox to have the system calculate the total that will be refunded to the guest. Check the Print Letter checkbox in order to retain a hard copy of the reservation for your records.

**Check the Cancellation Fee checkbox and enter 10%.**

**The system calculates the refund.**

**Print the cancellation letter to retain a hard copy record of the reservation.**

**OK**

**Cancel**

**Delete Invoice**

All line items will be deleted from invoice. To only remove specific items, cancel and use edit invoice. To avoid charge backs, record details in notes field.

Invoice Total Due:	\$787.39
Amount Paid to date:	\$144.17
Cancellation Fee	<input checked="" type="checkbox"/> 10% \$78.74
Issue Refund	<input checked="" type="checkbox"/> \$65.43 \$65.43
To Credit Voucher	<input type="checkbox"/>
Amount Remaining:	\$0.00

Print Letter ☒

Notes

- Click the OK button. The Payment Information window is displayed. The refund amount (\$65.43) from the Delete Invoice screen is automatically transferred to the Payment Information screen. Click the Save button to process the refund.

**The correct refund amount is automatically transferred from the Delete Invoice screen.**

**DO NOT CLICK THE QUICK AMOUNT SELECTION BUTTONS.**

**Save**

**Cancel**

**Payment Information**

Date: 04/08/2007

**The Cliffhanger Resort**  
(\$65.43)

Visa

Dan Reeves

Invoices to Display:  
☒ Single ☐ Group  
☐ Contact ☐ All Invoices

Quick Amount Selection:



**Do not click the Full, Deposit, or Refund buttons on this screen when processing the cancellation. These buttons will incorrectly change the default refund amount.**



- The cancellation letter is displayed. Print the letter to maintain a hard copy for your records.

Dan Reeves  
4313 North Forty Dr.  
Houston, TX 43212

04/08/2007

Dear Dan,

We're sorry you won't be able to visit us on Friday, April 13, 2007. We have charged your account a cancellation fee of \$78.74 and are refunding the remaining deposit if any. Your cancellation number is: 6980409

Please keep us in mind for any future getaways. We would love to see you again.

Your friends at The Cliffhanger Resort

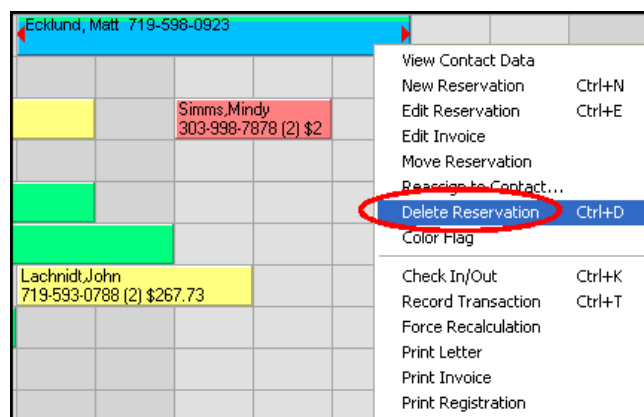
Contact The Cliffhanger Resort at:  
700 Highway 1 - Yachats, OR 97499  
Phone: 541-888-2525  
Email: [reservations@chr.com](mailto:reservations@chr.com)

- After closing the letter by clicking the "X" in the upper right-hand corner, the Wait List window is displayed. Click the Close button to continue to the Daily screen.

#### Scenario 4: Advance Deposit with Cancellation Fee and Credit Voucher

In the last scenario, a destination resort requires full payment at the time a reservation is booked. In addition, if a reservation is canceled, the guest is charged a 10% cancellation fee. Instead of refunding the remaining advance deposit, the balance is transferred to a credit voucher that can be applied to a future stay. Use the following steps for completing this cancellation.

- From the Daily screen, right-click the reservation to be canceled and select Delete Reservation.



- The Delete Invoice window is displayed. Enter a cancellation fee of 10%, uncheck the option for Issue Refund and check the option for To Credit Voucher. The system automatically calculates the difference between the total amount paid and the amount refunded. This difference is entered as the amount transferred to a credit voucher. Click the Print Letter button to retain a copy of the canceled reservation for your records.

**Delete Invoice**

All line items will be deleted from invoice. To only remove specific items, cancel and use edit invoice. To avoid charge backs, record details in notes field.

Invoice Total Due: \$737.51  
 Amount Paid to date: \$737.51  
 Cancellation Fee: ☒ 10% \$73.75  
 Issue Refund: ☐  
 To Credit Voucher: ☒ \$663.76 \$663.76  
 Amount Remaining: \$0.00  
 Print Letter: ☒  
 Notes:  
 Ok Cancel

**Annotations:**

- Enter a cancellation fee of 10%.
- Click Print Letter to retain a copy of the reservation for your records.
- Check To Credit Voucher. The system automatically calculates the amount transferred to the credit voucher.

- Click OK. The cancellation letter is displayed. Print a copy for your records. After closing the letter by clicking the "X" in the upper right-hand corner of the Letter Edit window, the Wait List window is displayed. Click the Close button to continue to the Daily screen.
- The reservation is canceled and the remaining balance (\$663.76 in our example) is transferred to a credit voucher. Credit vouchers are displayed along with gift certificates. View outstanding gift certificates/credit vouchers by clicking the Point of Sale F4 button on the main left-hand toolbar. Click the Gift Certificate button.

**RezStream Professional 2006 - The Cliffhanger Resort**

File Edit Tools Window Help

Invoices selected: 66

**All Invoices**

Inv #	Recorded	Last	First	Arrive Date	End Date	Start Unit	In	Out	Adult	Child	Daily	Hourly	POS	Total	Paid
66	11/06/2005	Ecklund	Neil						2	0	\$0.00	\$0.00	\$73.75	\$73.75	\$73.75
65	11/04/2005	Hernandez	Julie	11/06/2005	11/09/2005	118			2	0	\$0.00	\$0.00	\$41.59	\$41.59	\$41.59
64	11/04/2005	Rice	Brian	11/13/2005	11/14/2005	112			2	0	\$295.00	\$0.00	\$0.00	\$316.08	\$105.36
63	11/03/2005	Simms	Mindy	11/13/2005	11/14/2005	101			2	0	\$190.00	\$0.00	\$0.00	\$210.72	\$0.00
62	11/03/2005	Ward	George	11/12/2005	11/14/2005	101			2	1	\$305.00	\$0.00	\$0.00	\$338.26	\$0.00
61	11/03/2005	Haynes	Jeff	11/06/2005	11/12/2005	115			2	0	\$1,010.00	\$0.00	\$0.00	\$1,120.09	\$1,120.09
60	11/03/2005	Lockmiller	John	11/11/2005	11/13/2005	116			2	0	\$415.00	\$0.00	\$25.00	\$467.73	\$220.00
59	11/03/2005	Dale	Joe	11/06/2005	11/10/2005	117			2	0	\$425.00	\$0.00	\$0.00	\$471.26	\$471.26
58	11/03/2005	Guda	Tracey	11/09/2005	11/11/2005	114			2	0	\$305.00	\$0.00	\$0.00	\$338.26	\$338.26
57	11/03/2005	Walker	Larry	11/07/2005	11/09/2005	113			2	0	\$450.00	\$0.00	\$0.00	\$499.05	\$225.00
56	11/03/2005	Bany	John	11/08/2005	11/11/2005	112			2	0	\$400.00	\$0.00	\$0.00	\$443.62	\$200.00
55	11/03/2005	Basley	Brian	11/07/2005	11/09/2005	110			2	0	\$375.00	\$0.00	\$0.00	\$415.99	\$415.99
54	11/03/2005	Basley	Brian	11/07/2005	11/09/2005	109			2	0	\$450.00	\$0.00	\$0.00	\$499.05	\$499.05
53	11/03/2005	Basley	Brian	11/07/2005	11/09/2005	108			2	0	\$295.00	\$0.00	\$0.00	\$316.08	\$316.08
52	11/03/2005	Bauer	Mario	11/06/2005	11/08/2005	107			2	0	\$450.00	\$0.00	\$0.00	\$499.05	\$225.00
51	11/03/2005	Lee	Tammy	11/07/2005	11/10/2005	106			2	0	\$380.00	\$0.00	\$0.00	\$421.44	\$0.00
50	11/03/2005	Martin	Noel	11/11/2005	11/13/2005	109			2	0	\$410.00	\$0.00	\$0.00	\$454.69	\$0.00
49	11/03/2005	Martin	Noel	11/11/2005	11/13/2005	108			2	0	\$325.00	\$0.00	\$0.00	\$360.44	\$0.00
48	11/03/2005	Martin	Noel	11/11/2005	11/13/2005	107			2	0	\$410.00	\$0.00	\$0.00	\$454.69	\$0.00
47	11/03/2005	Martin	Noel	11/11/2005	11/13/2005	106			2	0	\$325.00	\$0.00	\$0.00	\$360.44	\$0.00
46	11/03/2005	Martin	Noel	11/11/2005	11/13/2005	105			2	0	\$415.00	\$0.00	\$0.00	\$460.25	\$0.00
45	11/03/2005	Martin	Noel	11/11/2005	11/13/2005	104			2	0	\$325.00	\$0.00	\$0.00	\$360.44	\$0.00
44	11/03/2005	Martin	Noel	11/11/2005	11/13/2005	103			2	0	\$410.00	\$0.00	\$0.00	\$454.69	\$0.00
43	11/03/2005	Friedman	Lenny	11/04/2005	11/07/2005	105			2	0	\$540.00	\$0.00	\$0.00	\$598.88	\$598.88
42	11/03/2005	Foster	Ian	11/05/2005	11/08/2005	104			2	0	\$400.00	\$0.00	\$0.00	\$443.62	\$200.00
41	11/03/2005	Turner	Tim	11/08/2005	11/11/2005	102			2	0	\$400.00	\$0.00	\$0.00	\$443.62	\$200.00
40	11/03/2005	Spence	Brian	11/06/2005	11/09/2005	103			2	0	\$600.00	\$0.00	\$0.00	\$665.40	\$665.40
39	11/03/2005	Stral	George	11/04/2005	11/06/2005	101			2	0	\$325.00	\$0.00	\$0.00	\$360.44	\$0.00
38	11/03/2005	Lindsey	Sally						2	0	\$0.00	\$0.00	\$0.00	\$0.00	\$205.00

**Left Toolbar:** Reserve Day F2, Reserve Hour F3, Point of Sale F4, Contact Data F5, Select Names Ctrl+F, Reports F7

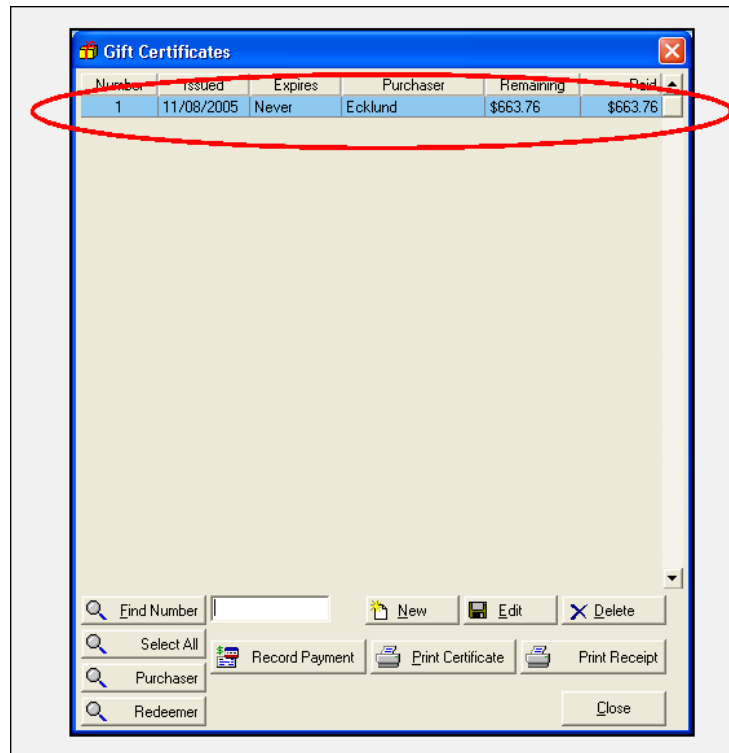
**Bottom Buttons:** New Invoice, Edit Invoice, Delete Invoice, Transaction, Gift Certificate, Modify Inventory

**View:** All Invoices, Active Reservations, Arrivals, Arrive - No Shows, Pending Reservations, Past Reservations, Departures, Paid Only, Partial Payment, No Payment

**Select:** Has Daily Charges, Has Hourly Charges, Has POS Charges

**Find:** Find, Print List

Clicking the Gift Certificate button displays credit vouchers and outstanding gift certificates.



***For more information on redeeming gift certificates, refer to the Gift Certificates section on page 184.***

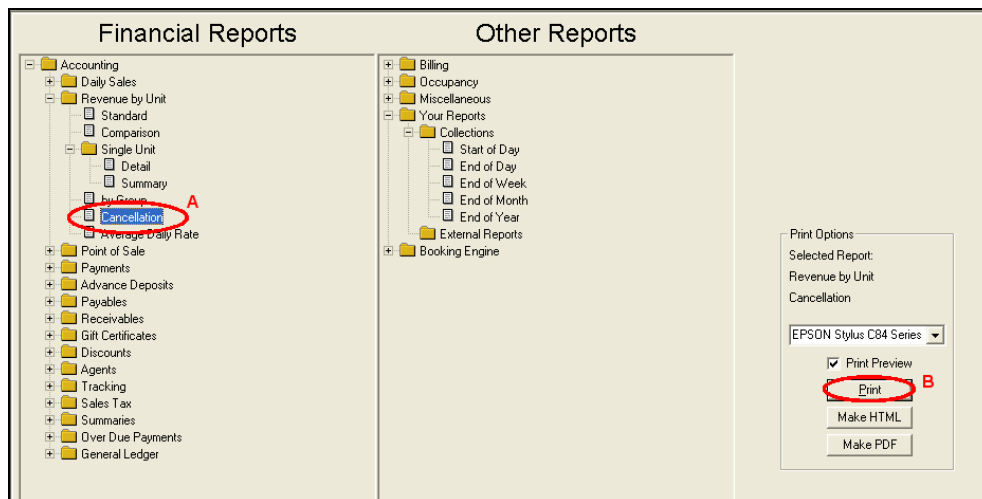
## **CANCELLATION REPORT**

Use the following steps to print the cancellation report.

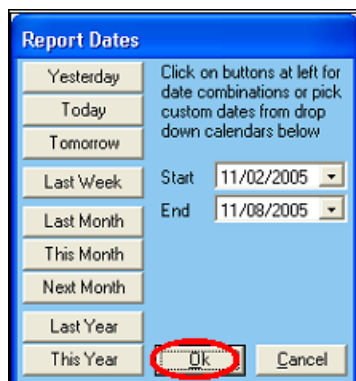
1. Click the Reports F7 icon on the main left-hand toolbar.



- From the Reports screen, the cancellation report is listed under Financial Reports > Accounting > Revenue by Unit > Single Unit folder. Highlight the cancellation report (A) and click the Print button (B). With the Print Preview box selected, the report will first display to the screen.



- The Report Dates window displays. The cancellation report can be printed for a single day or a date range. Choose from either the buttons on the left-hand side of the Report Dates window or the start and end drop-down date fields.



- Click the OK button to display the report to the screen.

Cancellations						for: 11/02/2005 - 11/08/2005	
Date	Cancel #	Name	Details	Balance	Cancel Fee		
11/3/2005	381104	Sally Lindsey	D- 11/04/2005 103 3 Days 454.89	\$205.00	\$0.00		
11/8/2005	661109	Matt Esklund	D- 11/11/2005 110 5 Days 737.51	\$0.00	\$73.75		
11/8/2005	651109	Julie Kleinsmith	D- 11/15/2005 105 3 Days 415.89	\$0.00	\$41.59		
<b>Totals</b>				<b>\$205.00</b>	<b>\$115.34</b>		

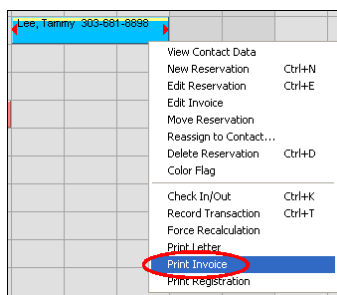
## COMPLETELY REMOVING A RESERVATION

From time to time, a reservation may get to the point where so many charges, payments, and corrections have been posted that it is difficult to decipher what state it is in. When this happens, it is possible to completely remove the reservation from the database. Use the following steps for completely, and permanently, removing the reservation from the database.



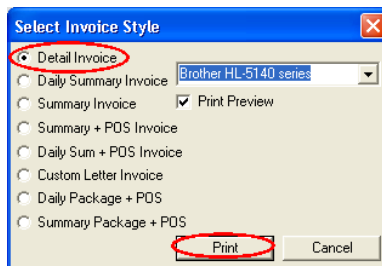
***All invoice information is permanently lost when using the steps outlined below. Any reports generated prior to deleting the reservation may become inaccurate if the reservation you are deleting contains payment information. Be sure you want to completely, and permanently, remove the reservation prior to following the steps outlined below.***

1. From the Daily screen, highlight the reservation, right-click and select the option for Print Invoice.

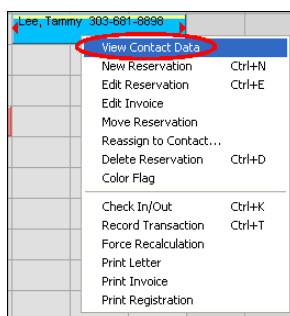


It is recommended to print a copy of the invoice in order to have a point of reference for the reservation. Note that once the reservation is deleted in this manner, no record of it remains in the database.

2. From the Select Invoice Style dialog box, click the radio button for Detail Invoice and click the Print button. File the printed invoice copy for your records.



3. Return to the Daily screen, highlight the reservation again, right-click, and select the option for View Contact Data.



4. From the Contact Data screen, click the Destroy Invoice button.

The screenshot shows the 'Contact Invoice History' window for contact 11/23. The window includes a toolbar at the top with various icons, including a trash can icon labeled 'Destroy Invoice button'. Below the toolbar is a table of invoice history with columns: Inv #, Entered, Begins, Ends, Start Unit, Length, Total, Paid, and Confirmation. The table lists several invoices, including one for 621 on 11/13/2006. Below the table are sections for 'Starts', 'Departs', 'Length', 'Start Unit', and 'Guest Info'. The 'Guest Info' section includes fields for 'Payment Data', 'Swipe Card', 'Credit Card Data', 'Exp', 'Letter', 'Checked In', 'Batch Print', 'Out Flag', and 'Invoice Check Box Flags'.

5. The User Sign On window is displayed. Enter your username and password. Click OK.

The 'User Sign On' window has a blue title bar and a light gray background. It contains a label 'Select User Name from drop down list and type in password'. Below this is a drop-down menu showing 'Administrator' and a password field with 'XXXX'. At the bottom right, there is an 'Ok' button circled in red.

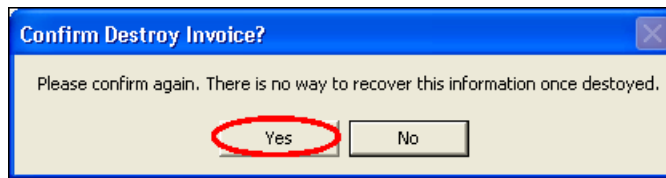


**Only users with an access level of 9 or 10 are able to permanently remove reservations from the database.**

6. The following message is displayed. Click the Yes button to completely remove the reservation from the database.

The 'Destroy Invoice?' dialog box has a blue title bar and a light gray background. It contains the text: 'Confirm full delete of this Invoice and all associated charges and transactions. I understand that this may affect the values on certain financial reports that have previously been printed out.' At the bottom, there are two buttons: 'Yes' (circled in red) and 'No'.

7. If Yes is chosen, another message appears asking again for deletion confirmation.



Answering Yes at this point completely removes the reservation from the database. There is no way to recover this deleted reservation information.

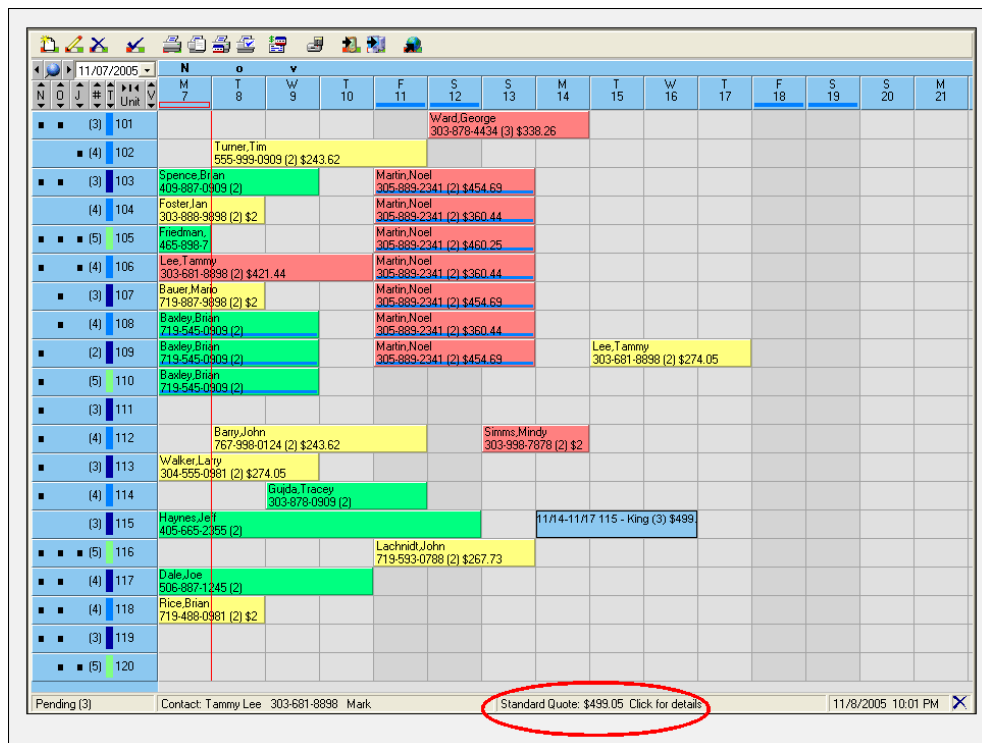
## QUICK QUOTES

Many times, a reservationist may receive a call from a potential guest who is simply inquiring about the price of a room for a specific arrival and departure date. The potential guest is shopping rates and is not ready to book a reservation. In this scenario, the reservationist is able to produce a quick quote using the following steps.

1. From the Daily screen, left-click the potential guest's arrival date, depress the left mouse button, and drag the cursor to the right, highlighting the last night the potential guest will be in-house.



2. At the bottom of the Daily screen, click the text Standard Quote.



- The Quote Details window is displayed. Here, a unit rate or package can be selected from drop-down lists (A), the number of people can be updated (B), and/or a discount percentage can be applied (C).

Item Type	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
Daily	11/14/06			101 - King	1.00	\$150.00	Full Tax	\$166.35
Daily	11/15/06			101 - King	1.00	\$150.00	Full Tax	\$166.35
Daily	11/16/06			101 - King	1.00	\$150.00	Full Tax	\$166.35

101 - King  
King non-smoking room with a balcony. Recently renovated in spring, 2006.

Unit Rate: Rack  
Package: None  
Party Size: 2 0  
Discount: 0%

Daily Reservation Total: \$450.00  
Hourly Reservation Total: \$0.00  
Miscellaneous Items: \$0.00  
Tax: \$49.05  
Charges: \$499.05

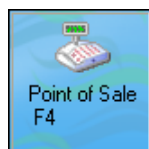
Close

- If the potential guest decides to proceed with the reservation, click the Close button to return to the Daily screen and press the <ENTER> key to continue.
- Any rate changes offered through the standard quote procedure will need to be recreated when returning to the Daily screen and making the actual reservation.

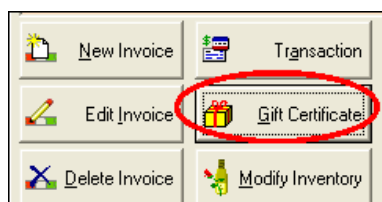
## **GIFT CERTIFICATES**

Gift certificates can be issued and redeemed from within RezStream Professional. When a gift certificate is purchased, use the following steps to record the sale.

- Click the Point of Sale F4 icon on the RezStream Professional left-hand main toolbar.

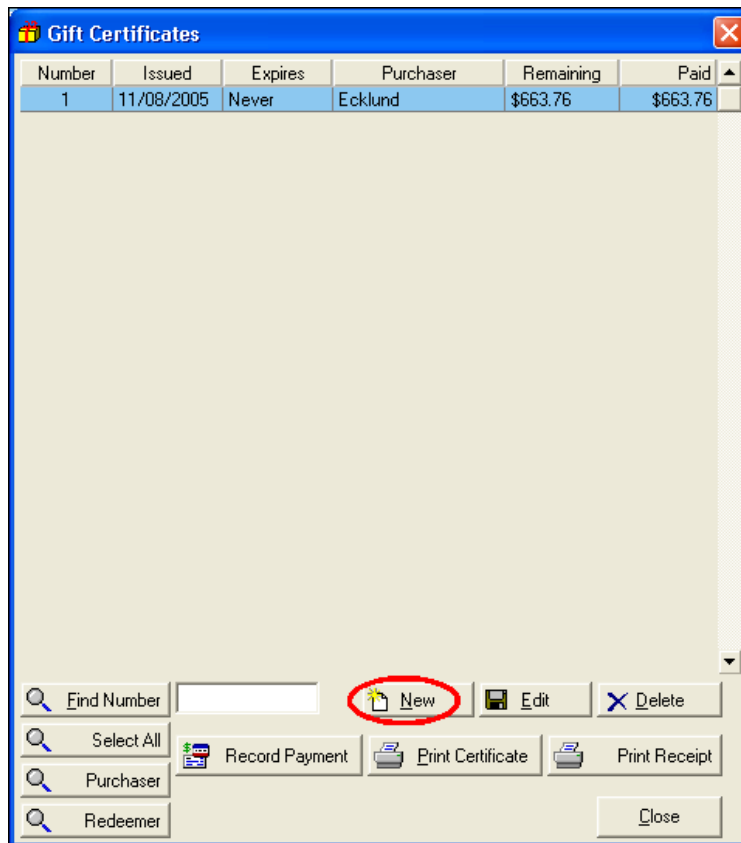


- Click the Gift Certificate button in the lower left-hand corner of the Point of Sale screen.





3. The Gift Certificates window is displayed. Click the New button.



4. The Gift Certificate Creation window is displayed. By default, the name of the last guest that a reservation was made for is displayed in the Purchaser field. If this is not the person purchasing the gift certificate, click the Select button to the right of the Purchaser field and either enter a new name or select a name from guest history using the RezStream Professional Name Search dialog box. The new or selected name is automatically transferred back to the Gift Certificate Creation window. Complete the remaining fields in this window. Fields are described in the table below.

**Gift Certificate Creation**

**Gift Certificate Details**

Certificate Number: 2

Issue Date: 11/08/2005

Expiration Date: ☒ 11/08/2006

Type of Certificate: Fixed Value

Value/Length: 100.00

Actual cost: 100.00

Purchaser: Lee, Tammy Select...

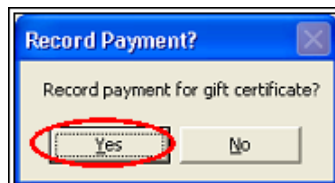
Redeemer (if known): Select...

Comments:

Save Cancel

FIELD	DESCRIPTION
Certificate Number	This number is generated automatically and should not be changed. If your property has its own gift certificate numbering system, independent of the number generated by RezStream Professional, enter it in the Comments field.
Issue Date	Enter the date the gift certificate is sold.
Expiration Date	Enter an expiration date, if applicable. If the gift certificate does not expire, uncheck the Expiration Date box.
Type of Certificate	There are three types of gift certificates. <ul style="list-style-type: none"> <li>Fixed Value – A certificate for a fixed dollar amount, for example, \$100.</li> <li>Fixed Length – A certificate for a specific number of nights, for example, two nights.</li> <li>Promotional/Trade – A certificate that is for a specific number of nights. There is no currency collected for a Promotional gift certificate. For example, the purchaser may have won a two-night stay in a contest.</li> </ul>
Value/Length	Enter the gift certificate's dollar value, number of nights, or enter the "retail value" of what the certificate would cost if you were creating a promotional gift certificate. <i>This will help track the retail value for tax deduction purposes.</i>
Actual Cost	Enter the dollar amount collected when the gift certificate is sold. If you are selling a promotional gift certificate, enter the value it was sold for or enter \$0 if it was a donation.
Purchaser	Select the purchaser from guest history by clicking the Select button. If the purchaser has not stayed at the property, enter the purchaser's name and click the New button in the RezStream Professional Name Search window.
Redeemer	Many times the redeemer is not known at the time the gift certificate is sold. Therefore, this is not a required field. However, if the redeemer is known, a name can be selected from guest history by clicking the Select button or a new name can be entered from the RezStream Professional Name Search window.
Comments	Enter any additional information about the gift certificate.

5. Click the Save button on the Gift Certificate Creation window. The following prompt is displayed.



Clicking Yes displays the Payment Information window where payment for the gift certificate can be recorded.

 A window titled "Payment Information" with a close button (X) in the top right corner. It contains the following fields:
 

- Date: 04/08/2007 (dropdown menu)
- Amount: 100.00 (text field, circled in red)
- GC#: 7 (text field)
- Card Type: Visa (dropdown menu)
- Cardholder Name: Louis Herzberg (dropdown menu)
- Buttons: "Save" (circled in red) and "Cancel" at the bottom right.

After selecting a payment type, click the Save button.

6. The Gift Certificates window is displayed. To print a receipt for the gift certificate, click the Print Receipt button.

 A window titled "Gift Certificates" with a close button (X) in the top right corner. It contains a table with the following data:
 

Number	Issued	Expires	Purchaser	Remaining	Paid
1	11/08/2005	Never	Ecklund	\$663.76	\$663.76
2	11/08/2005	Used	Emsley	\$0.00	\$100.00
3	11/25/2005	Used	Helton	\$0.00	\$150.00
4	11/25/2005	Used	Kleinsmith	\$0.00	\$350.00
5	10/26/2006	10/26/2007	Lee	\$100.00	\$100.00
6	10/26/2006	10/26/2007	Emsley	\$100.00	\$100.00

 Below the table are several controls:
 

- Find Number: [text field]
- Select All: [button]
- Purchaser: [dropdown menu]
- Redeemer: [dropdown menu]
- Buttons: "New", "Edit", "Delete", "Record Payment", "Print Certificate", "Print Receipt" (circled in red), and "Close".



**Gift Certificates are formatted by clicking Tools > Letter Design and selecting the Gift Certificate radio button on the left-hand side of the screen. For additional information on formatting letters in RezStream Professional, see the Customizing Letters section on page 376.**

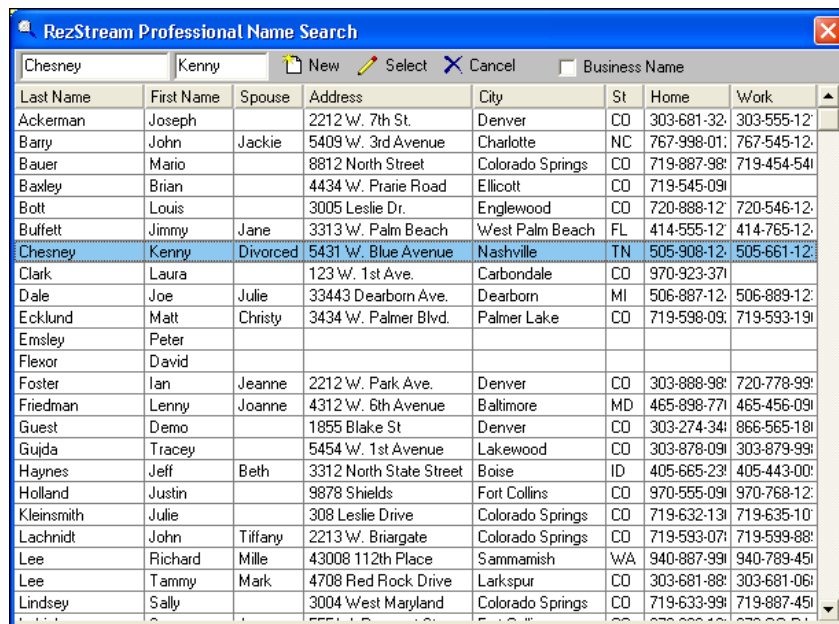
## Redeeming Gift Certificates

Use the following steps when a guest redeems a gift certificate.

1. From the Daily screen, left-click the guest's arrival date, depress the left mouse button, and drag the cursor to the last night the guest will be in-house. Right-click and select New Reservation or press the <ENTER> key.



2. From the RezStream Professional Name Search screen, select the guest from history or enter a new name and click the New button. In this example, Kenny Chesney will be redeeming the gift certificate purchased by David Emsley.



3. Complete the "by the Day Reservation Dialog" box and click OK.

**by the Day Reservation Dialog**

Reservation for: **Kenny Chesney** ☒ **New Invoice** ☐ **Add to Previous Invoice**

5431 W. Blue Avenue  
Nashville, TN 57342  
505-908-1245 505-661-1235

**New/Select...**

Inv #	Entered	Begin	End	Start Unit	Length	Total	Paid	Confirmation
622	2/26/2007	Cancel Fee				\$0.00	\$100.00	
604	11/12/2006	Cancel Fe				\$0.00	\$0.00	
559	10/30/2006	111 - Kin				\$499.05	\$0.00	

**Rate Selection**

Adult: 2 Child: 0 Unit Rate: Rack Package Selection: None Discount Selection: None

Pets: 0 Cars: 0 Tax Exempt: ☐

**Recalculate**

**Reservation Summary**

Starts: **11/15/2006** Unit: **101 - King** Daily Reservation Total: **\$430.00**  
 Ends: **11/18/2006** Hourly Reservation Total: **\$0.00**  
 Days: **3** POS Items/Package Items: **\$0.00**  
 Tax: **\$46.87**  
**Total Charges: \$476.87**

**Edit Invoice Details...**

Reason for reservation: **None** Referral Source: **Repeat Business**

**Edit Lists...** **OK** **Cancel**

4. The Contact Data screen is displayed. Click the Record Transaction button on the main toolbar.

**Contact Invoice History 20/42**

Inv #	Entered	Begin	End	Start Unit	Length	Total	Paid	Confirmation
559	10/25/2006	10/30/2006	11/1/2006	111	3	\$499.05	\$0.00	559
558	10/18/2006	10/22/2006	10/24/2006	104	3	\$285.00	\$0.00	558
557	10/18/2006	10/22/2006	10/24/2006	103	3	\$450.00	\$0.00	557
555	10/18/2006	10/22/2006	10/24/2006	101	3	\$450.00	\$0.00	555
541	10/17/2006	10/19/2006	10/21/2006	112	3	\$360.44	\$0.00	541
540	10/8/2006	9/30/2006	10/3/2006	111	4	\$643.22	\$0.00	540
496	4/3/2006	4/11/2006	4/14/2006	104	4	\$665.42	\$300.00	496
478	3/8/2006	2/7/2006	2/10/2006	121	4	\$476.87	\$476.87	478

Starts: Adult: 2 Pets: 0 Departs: Length: 3 Start Unit: Child: 0 Cars: 0  
 Daily Reservation Total: \$0.00 Charges: \$0.00  
 Hourly Reservation Total: \$0.00 Paid: \$100.00  
 Checked In: Point of Sale Charges: \$0.00 Due: (\$100.00)  
 Checked Out: Tax: \$0.00 Last Change: 2/26/2007

**Guest Info** | **Invoice Notes** | **Private Notes** | **Travel Agent** | **Custom Notes** | **Payments**

Confirmation # 622  
Cancellation # 6220227

**Payment Data**

Visa

Adult: 2 Child: 0 Pets: 0 Cars: 0

Active

☐ Credit Card Hold

**Invoice Check Box Flags**

☐ Tax Exempt  
☐ Attention  
☐ Custom 2  
☐ Custom 3  
☐ Custom 4  
☐ Custom 5  
☐ Custom 6

10/28/2005

5. The Payment Information window is displayed. Select Gift Certificate from the payment type drop-down menu (A). Click the Select button (B).

6. Clicking the Select button displays the Gift Certificates window. Highlight the gift certificate (Emsley gift of \$100.00) that is being redeemed and click the Select button.

Number	Issued	Expires	Purchaser	Remaining	Paid
1	11/08/2005	Never	Ecklund	\$663.76	\$663.76
2	11/08/2005	Used	Emsley	\$0.00	\$100.00
3	11/25/2005	Used	Helton	\$0.00	\$150.00
4	11/25/2005	Used	Kleinsmith	\$0.00	\$350.00
5	10/26/2006	10/26/2007	Lee	\$100.00	\$100.00
6	10/26/2006	10/26/2007	Emsley	\$100.00	\$100.00

7. The gift certificate amount (\$100.00) is automatically transferred to the Payment Information window. Click the Save button.

8. From the Daily screen, right-click the reservation and select the option for Print Invoice. The Detail Invoice displays a line item for the redeemed gift certificate.

**The Cliffhanger Resort**  
700 Highway 1  
Yachats, OR 97499  
541-888-2525 / 877-669-1210 / Fax: 541-322-2777

**Folio Charges -**

Name	Kenny Chesney	Arr - Dep	11/15/2006 - 11/18/2006	Charges	\$430.00
Address	5431 W. Blue Avenue	Recorded	11/13/2006	Tax	\$46.87
City	Nashville	Confirmation	622	Total	\$476.87
State	TN	Party	2 / 0	Paid	\$100.00
Postal Code	57342	Credit Card	x /	Due	\$376.87
Telephone	505-908-1245				

Date	Description	Quantity	Price	Tax	Total
11/15/2006	101 - King	1	\$150.00	\$16.35	\$166.35
11/16/2006	101 - King	1	\$150.00	\$16.35	\$166.35
11/17/2006	101 - King	1	\$130.00	\$14.17	\$144.17
11/13/2006	Gift Certificate	Kenny Chesney			(\$100.00)

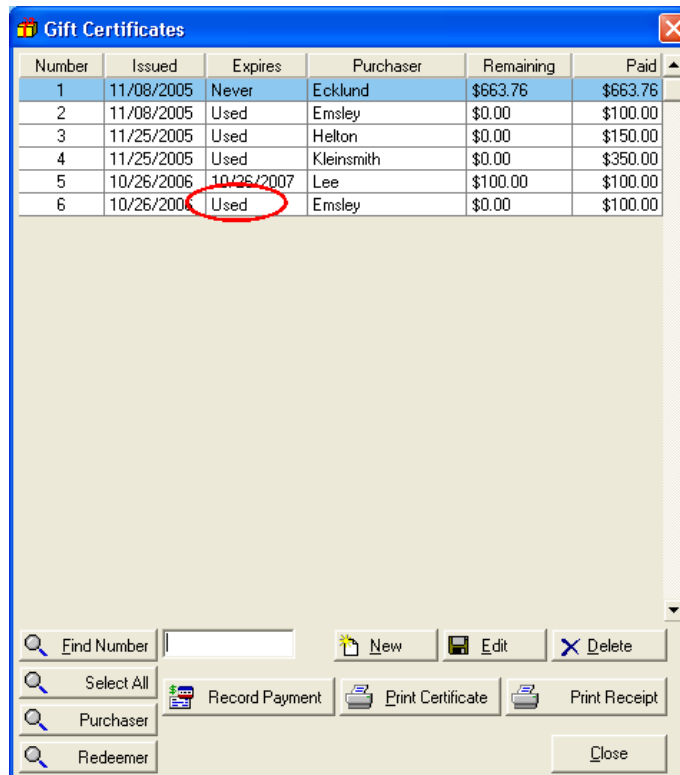
<b>Tax and Gratuity</b>	Resort	\$4.30	<b>Total</b>	<b>\$476.87</b>
<b>Detail:</b>	City	\$15.48	<b>Paid</b>	<b>\$100.00</b>
	State	\$27.09	<b>Due</b>	<b>\$376.87</b>

Our Policies: This is your folio policy. Change it by clicking on Tools>Print Options

**Office Use Only**

Cash	
Check #	
Credit Card	
Gift Certificate	

- When returning to the Gift Certificates window, the Emsley certificate has been automatically marked as "Used."



### ***Searching by Redeemer***

Gift certificates can be searched by redeemer. For example, use the following steps to see all gift certificates redeemed by Kenny Chesney.

- From the Point of Sale F4 screen, click the Gift Certificate button.
- Click the Redeemer button.



Number	Issued	Expires	Purchaser	Remaining	Paid
1	11/08/2005	Never	Ecklund	\$663.76	\$663.76
2	11/08/2005	Used	Emsley	\$0.00	\$100.00
3	11/25/2005	Used	Helton	\$0.00	\$150.00
4	11/25/2005	Used	Kleinsmith	\$0.00	\$350.00

Find Number:  New Edit Delete

Select All Record Payment Print Certificate Print Receipt

Purchaser Redeemer Close

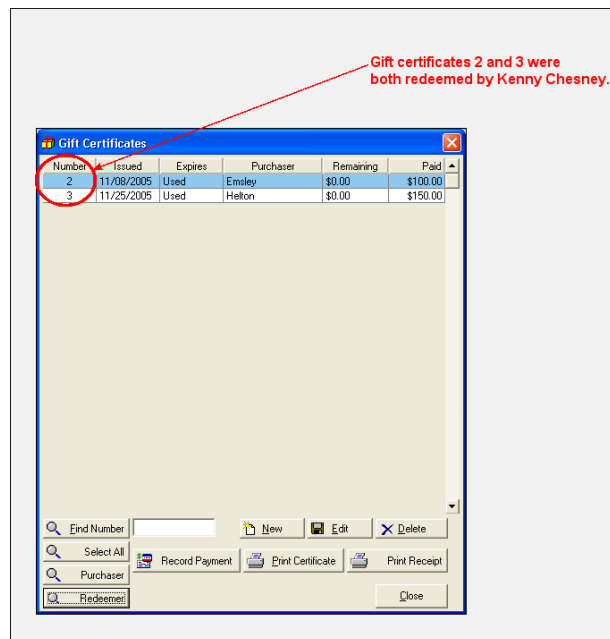
- The RezStream Professional Name Search window is displayed. Highlight Kenny Chesney's name and click the Select button.

RezStream Professional Name Search

Chesney Kenny New Select Cancel Business Name

Last Name	First Name	Spouse	Address	City	St	Home	Work
Ackerman	Joseph		2212 W. 7th St.	Denver	CO	303-681-32	303-555-12
Barry	John	Jackie	5409 W. 3rd Avenue	Charlotte	NC	767-998-01	767-545-12
Bauer	Mario		8812 North Street	Colorado Springs	CO	719-887-98	719-454-54
Baxley	Brian		4434 W. Prairie Road	Ellicott	CO	719-545-09	
Bott	Louis		3005 Leslie Dr.	Englewood	CO	720-888-12	720-546-12
Buffett	Jimmy	Jane	3313 W. Palm Beach	West Palm Beach	FL	414-555-12	414-765-12
Chesney	Kenny	Divorced	5431 W. Blue Avenue	Nashville	TN	505-908-12	505-661-12
Clark	Laura		123 W. 1st Ave.	Carbondale	CO	970-923-37	
Dale	Joe	Julie	33443 Dearborn Ave.	Dearborn	MI	506-887-12	506-889-12
DeBerry	Fisher						
Ecklund	Matt	Christy	3434 W. Palmer Blvd.	Palmer Lake	CO	719-598-09	719-593-19
Elway	John		212 W. Cherry Hills	Denver	CO	303-777-77	720-777-77
Emsley	Peter						
Flexor	David						
Foster	Ian	Jeanne	2212 W. Park Ave.	Denver	CO	303-888-98	720-778-99
Friedman	Lenny	Joanne	4312 W. 6th Avenue	Baltimore	MD	465-898-77	465-456-09
Guest	Demo		1855 Blake St	Denver	CO	303-274-34	866-565-18
Guida	Tracey		5454 W. 1st Avenue	Lakewood	CO	303-878-09	303-879-99
Haynes	Jeff	Beth	3312 North State Street	Boise	ID	405-665-23	405-443-00
Helton	Todd	Jeannie	4454 North 8th Street	Denver	CO	303-665-98	720-222-54
Holland	Justin		9878 Shields	Fort Collins	CO	970-555-09	970-768-12
Hurley	Ron		4908 Red Rock Drive	Larkspur	CO	303/681-34	
Kleinsmith	Julie		308 Leslie Drive	Colorado Springs	CO	719-632-13	719-635-10

- The Gift Certificates window is displayed. Only those gift certificates redeemed by Kenny Chesney are listed in the window.



## Gift Certificate Reports

There are five gift certificate reports listed under the Financial Reports heading. Use the following steps to view these reports.

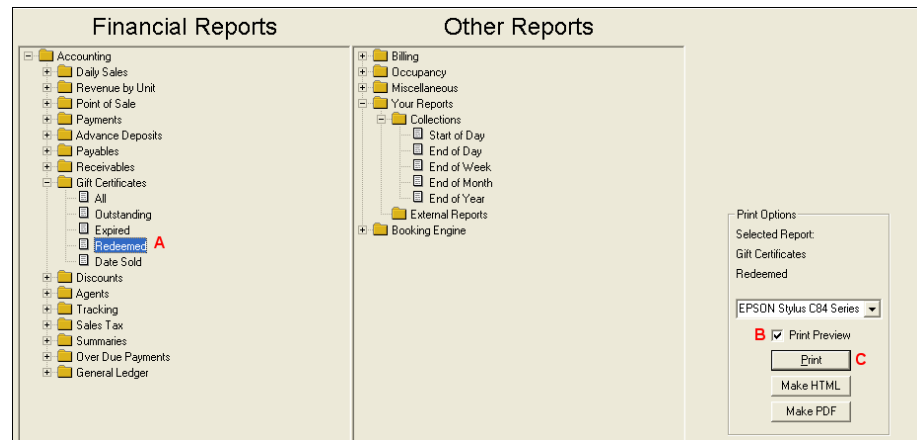
- Click the Reports F7 button.



- Under the Financial Reports heading, click the "+" to the left of "Gift Certificates."



- The five gift certificate reports are listed. To preview one of the reports to the screen, for example, the “Redeemed” report, highlight it (A), check the Print Preview box (B), and click the Print button (C).



## **PRINTING CONFIRMATIONS**

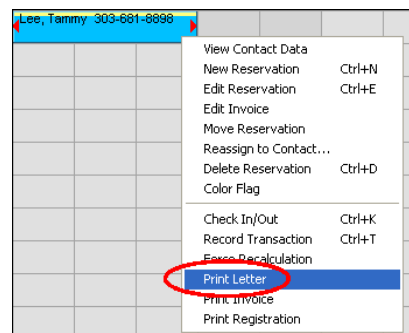
There are two methods for printing reservation confirmations.

- Print each confirmation as the reservation is made.
- Print a batch of confirmations for the day.

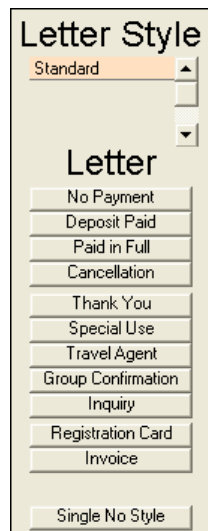
### ***Individual Confirmations***

Use the following steps to print an individual reservation confirmation.

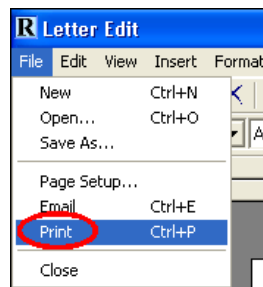
- From the Daily screen, highlight the reservation, right-click and select Print Letter.



2. The Letter Edit screen is displayed. Use the buttons on the left to select a reservation confirmation.



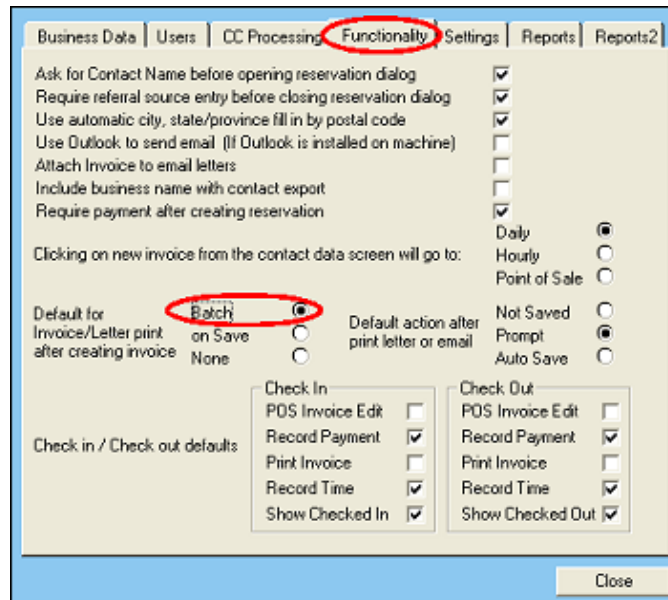
3. Print the confirmation using the File > Print command.



## Batch Printing Confirmations

Use the following steps to print a batch of confirmation letters.

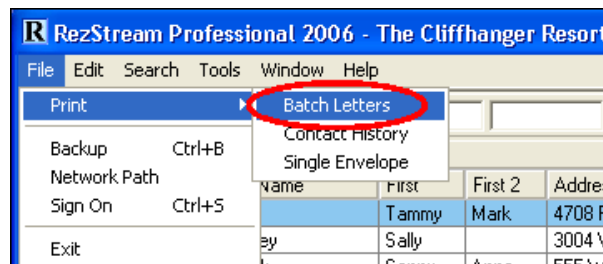
1. Activate batch printing by clicking Tools > Configure and selecting the Functionality tab. Here, select the Batch radio button next to the Default for Invoice/Letter print after creating invoice heading.



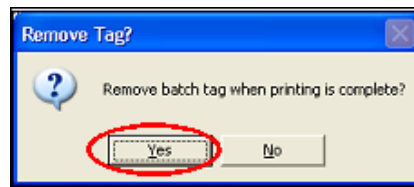
2. Make reservations throughout the course of the day.
3. At the end of the day, click the Select Names Ctrl+F icon on the main left-hand toolbar.



4. From the Select Names screen, click File > Print > Batch Letters.



- Click Yes to remove the “batch tag” when printing is complete.



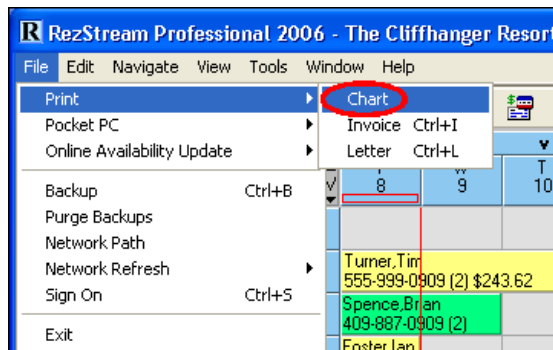
- All confirmations for the day are sent to the printer.

## **PRINTING THE DAILY SCREEN**

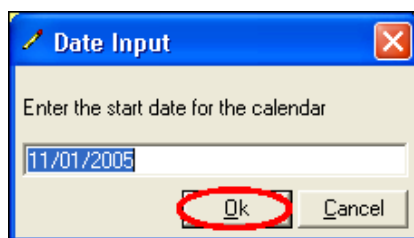
If necessary, the Daily screen can be printed for a “hard copy” of the property’s availability for a month’s time frame. This hard copy can be printed at the beginning of each shift as a backup in case of power outages or computer hardware problems. With a hard copy printed, the front desk can continue to complete check ins, check outs, and make new reservations manually until RezStream Professional is back up and running.

Use the following steps for printing a hard copy of the Daily screen.

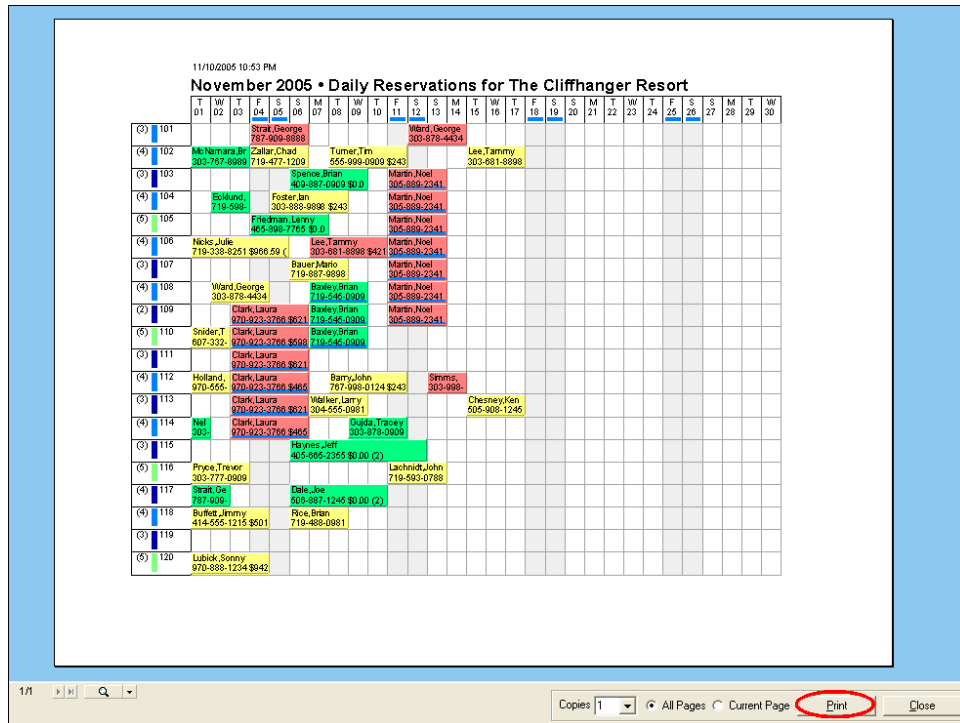
- From the Daily screen, click File > Print > Chart.



- The Date Input window is displayed. Enter a start date for printing the chart. The chart is printed for a month from the date selected. Click OK.



3. The chart is displayed to the screen. Click the Print button for a hard copy.



## HOURLY RESERVATIONS

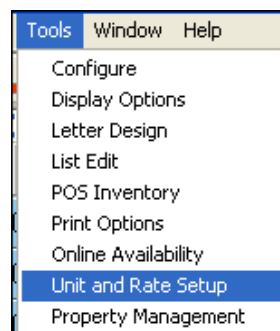
The Hourly rental screen allows users to make hourly reservations. These reservations can be attached to existing invoices or to new invoices. This feature is useful for properties with meeting rooms, wedding facilities, bicycles, boats, guided trips, tours, or any other hourly rental item. Individual rental items can be rented by any fraction of an hour or multiple hours. The Reserve by Hour screen allows you to make more than one reservation for a specific rental item on any given day.



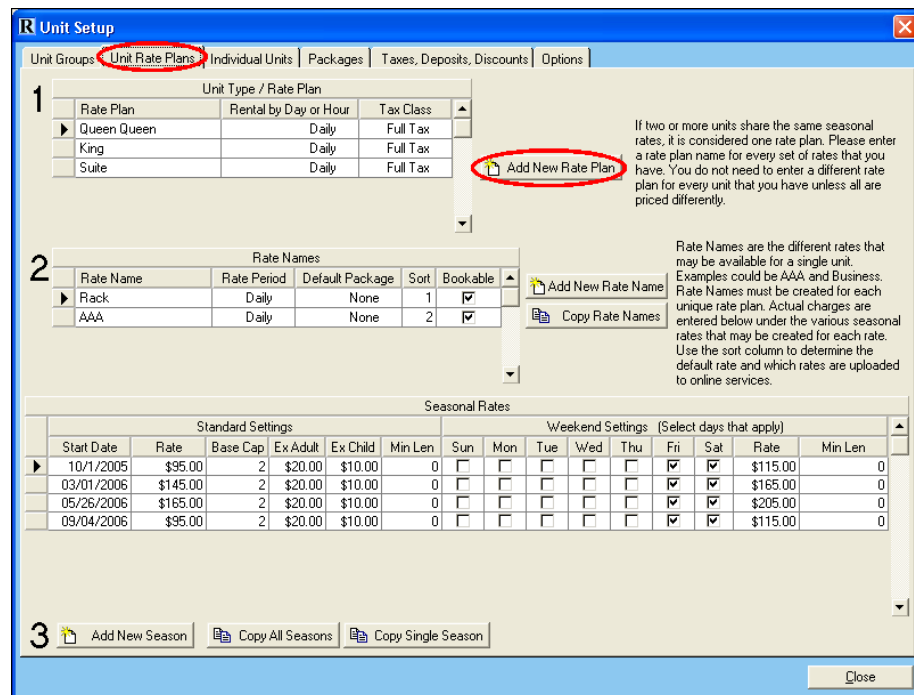
***The Reserve by Hour screen will not be available until you create specific hourly unit rates and hourly rental units. Hourly rates are defined in the Tools > Unit and Rate Setup > Unit Rate Plans window.***

## CREATING HOURLY RATES

To begin creating hourly rates, click Tools > Unit and Rate Setup.



Select the Unit Rate Plans tab on the Unit Setup dialog box to create hourly rates.

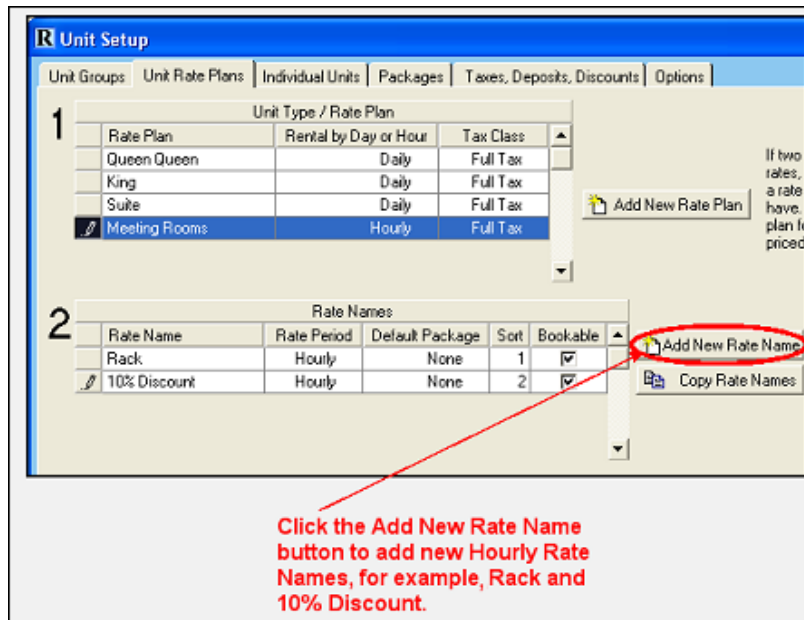


1. Click the Add New Rate Plan button to create a new Unit Type/Rate Plan that will be used for hourly reservations. After entering a name for the new Rate Plan, select Hourly from the drop-down list in the "Rental by Day or Hour" field. Select a Tax Class Grouping from the drop-down field in the Tax Class field. In the example below, the property will be renting Meeting Rooms by the hour.

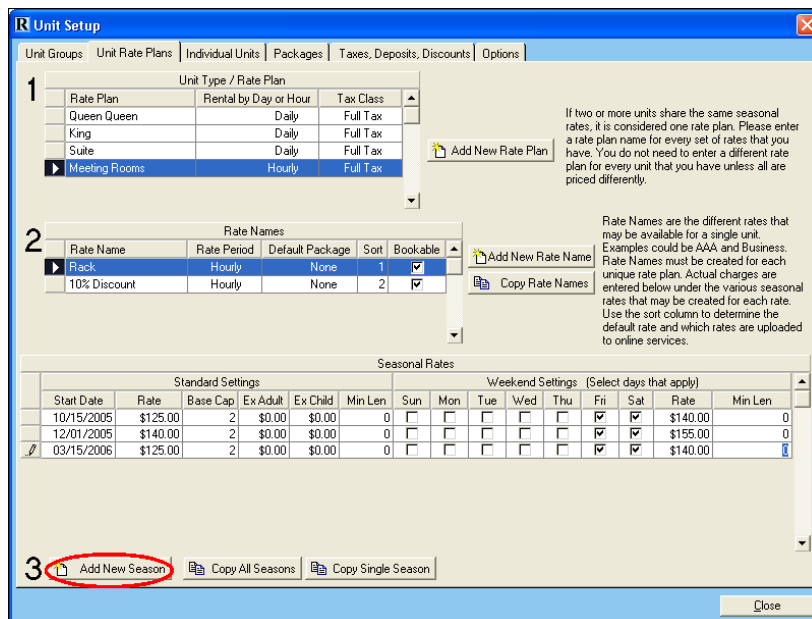
Unit Type / Rate Plan			
Rate Plan	Rental by Day or Hour	Tax Class	
Queen Queen	Daily	Full Tax	
King	Daily	Full Tax	
Suite	Daily	Full Tax	
Meeting Rooms	Hourly	Full Tax	



- With the Meeting Room Rate Plan highlighted, click the Add New Rate Name button in the Rate Names section and enter a name that will be used for renting Meeting Rooms by the hour. Multiple Rate Names can be defined, for example, a "Rack" hourly rate and a "10% Discount" hourly rate.



- With the Rate Plan (Meeting Room) and specific Rate Name (Rack) highlighted, click the Add New Season button and enter the price of the Meeting Room based on specific start dates. Weekend settings can also be chosen by specific day and rate.



Define rates by season for any additional Rate Names. In the example below, rates for the "10% Discount" Rate Name are defined.

**Unit Setup**

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Deposits, Discounts | Options

**1** Unit Type / Rate Plan

Rate Plan	Rental by Day or Hour	Tax Class
Queen Queen	Daily	Full Tax
King	Daily	Full Tax
Suite	Daily	Full Tax
Meeting Rooms	Hourly	Full Tax

**2** Rate Names

Rate Name	Rate Period	Default Package	Sort	Bookable
Rack	Hourly	None	1	<input checked="" type="checkbox"/>
10% Discount	Hourly	None	2	<input checked="" type="checkbox"/>

**Seasonal Rates**

Start Date	Rate	Base Cap	Ex Adult	Ex Child	Min Len	Weekend Settings (Select days that apply)							Rate	Min Len
						Sun	Mon	Tue	Wed	Thu	Fri	Sat		
10/15/2005	\$110.00	2	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$125.00	0
12/01/2005	\$125.00	2	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$140.00	0
03/15/2006	\$110.00	2	\$0.00	\$0.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$125.00	0

**3** Add New Season | Copy All Seasons | Copy Single Season | Paste Season(s)

4. After completing steps 1 – 3 described above, click the Individual Units tab.

**R Unit Setup**

Unit Groups | Unit Rate Plans | **Individual Units** | Packages | Taxes, Deposits, Discounts | Options

Number of Active Units: 25 | Id's

Unit ID: 31du | Edit Names... | Sort...

Long Name: Demo Unit 31

5. Highlight a unit from the Pick Unit column that is not currently being used. Units are listed in the window along the left-hand side of the window.

**R Unit Setup**

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Deposits, Discounts | Options

Number of Active Units: 25 | Id's

**Pick Unit**

Unit Id	Name	Sort
113	13	
114	14	
115	15	
116	16	
117	17	
118	18	
119	19	
120	20	
121	21	
122	22	
123	23	
124	24	
125	25	
26du	26	
27du	27	
28du	28	
29du	29	
30du	30	
31du	31	
32du	32	
33du	33	
34du	34	
35du	35	
36du	36	

Unit ID: 26du | Edit Names... | Sort...

Long Name: Demo Unit 26

Type Color: [Dropdown]

Belongs to: The Cliffhanger Resort

Rate Plan: Queen Queen

Maximum Unit Capacity: 2

Include in occupancy report: ☐

Include in Online Availability: ☐

Booking Engine Bookable Unit: ☒

Online URL (for online availability uploads):

Phone extension:

Housekeeping Assignment: Group #1

Amenities:

- ☐ Non Smoking
- ☐ Ocean View
- ☐ Jacuzzi Tub
- ☐ Balcony
- ☐ Kitchenette
- ☐ Handicap Accessible

WorldRes Unit Type Id (type only): 26

Standard Description:

Alternative Description:

6. Click the Edit Names button and enter a Unit ID (MTG1) and Name (Meeting Room #1) for the unit that will be used for hourly rentals.

Click the OK button.

7. Select a Type Color and a Rate Plan from the drop-down lists. Type Colors are defined in Tools > Unit and Rate Setup > Options > Unit Type Colors.

8. Repeat steps 5 – 7 for any additional units that will be used as hourly rentals.
9. After defining all hourly units, update the Number of Active Units drop-down field in the upper left-hand corner of the Unit Setup screen to reflect the number of daily units plus the number of hourly units.

10. After defining all hourly units, click the Close button in the lower right-hand corner of the Unit Setup screen.

## THE HOURLY RENTAL SCREEN

Click the Reserve Hour F3 icon on the main left-hand toolbar to display the Reserve by Hour screen.

The screenshot shows the RezStream Professional 2006 interface for 'The Cliffhanger Resort'. On the left toolbar, the 'Reserve Hour F3' icon is circled in red. The main window displays the 'Hourly Rental of: Meeting Room #1' screen. It features a calendar view for October, November, and December 2005. The detailed view for November 8, 2005, shows hourly rental availability and reservations. The time increments are displayed in 1-hour blocks (e.g., 9:00 AM, 10:00 AM, 11:00 AM, 12:00 PM, 1:00 PM, 2:00 PM, 3:00 PM, 4:00 PM, 5:00 PM, 6:00 PM, 7:00 PM).

The clock icon (🕒) is used to change the time increments displayed. In the example below, availability on the Reserve by Hour screen is being displayed in half-hour increments.

The screenshot shows the RezStream Professional 2006 interface for 'The Cliffhanger Resort'. A red circle highlights the clock icon (🕒) in the top left corner. A red arrow points to the clock icon with the text 'Availability is being displayed in half-hour increments.' The main window displays the 'Hourly Rental of: Meeting Room #1' screen. The detailed view for November 8, 2005, shows hourly rental availability and reservations. The time increments are displayed in half-hour blocks (e.g., 9:00 AM, 9:30 AM, 10:00 AM, 10:30 AM, 11:00 AM, 11:30 AM, 12:00 PM, 12:30 PM, 1:00 PM, 1:30 PM, 2:00 PM, 2:30 PM, 3:00 PM, 3:30 PM, 4:00 PM, 4:30 PM, 5:00 PM, 5:30 PM, 6:00 PM, 6:30 PM, 7:00 PM, 7:30 PM).

Clicking the clock icon once changes the display to hourly.

	Sun, Nov 6/2005	Mon, Nov 7/2005	Tue, Nov 8/2005	Wed, Nov 9/2005	Thu, Nov 10/2005	Fri, Nov 11/2005	Sat, Nov 12/2005
6:00 AM							
7:00 AM							
8:00 AM							
9:00 AM	Jimmy Buffett 414-555-1215 \$415.88		Jan Foster 303-888-9898 \$0.00		Jan Foster 303-888-9898 \$0.00		
10:00 AM		Lenny Friedman 465-898-7765 \$831.75				Tim Turner 555-999-0909 \$543.41	
11:00 AM				Matt Ecklund 719-598-0923 \$0.00			
12:00 PM							Sonny Lubick 970-888-1234 \$0.00
1:00 PM	Laura Clark 970-923-3766 \$228.38		Sally Lindsey 719-633-9989 \$380.63				
2:00 PM					Brian Baxley 719-545-0909 \$277.25		
3:00 PM							
4:00 PM							
5:00 PM							
6:00 PM							
7:00 PM							
8:00 PM							
9:00 PM							
10:00 PM							
11:00 PM							



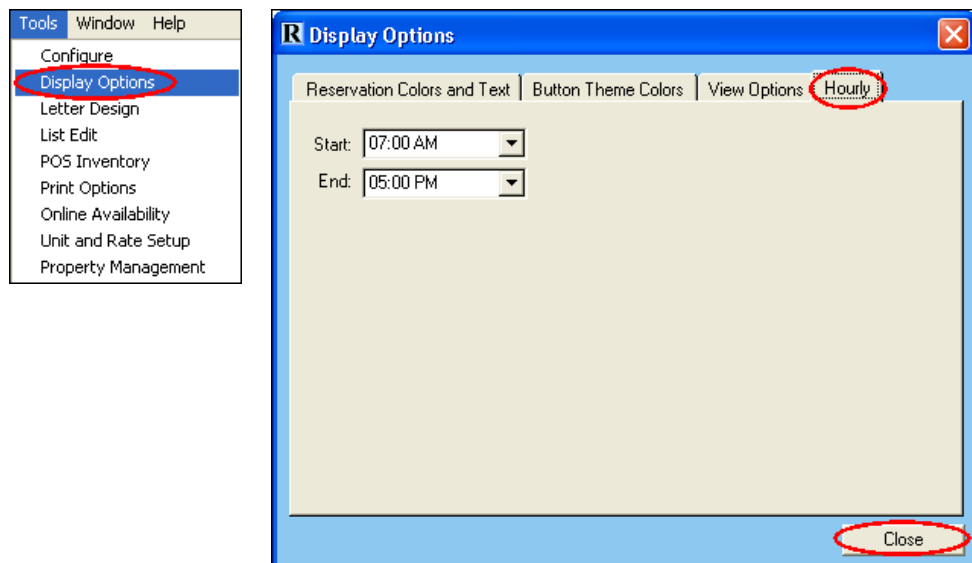
**The Reserve by Hour screen can also be displayed in 5 Minute increments, 10 Minute increments, and 15 Minute increments. Continue clicking the clock icon to change the incremental display.**

### Default Hourly Reservation Times

You can easily set default reservation times for the Hourly Reservation screen.

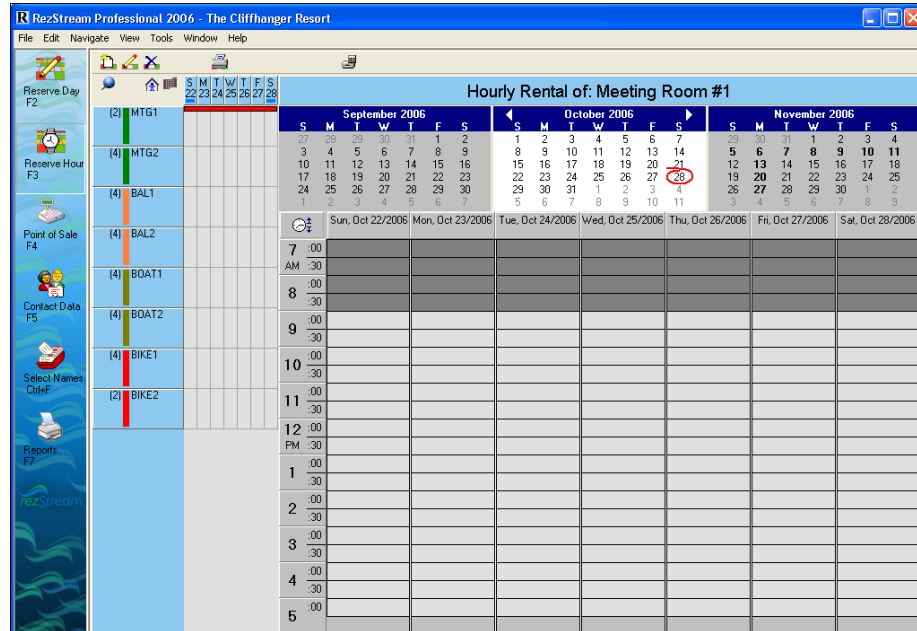
This handy function allows you to set the parameters for hourly rentals for businesses with set operating hours. Use the following steps to configure default reservation times.

1. Click Tools > Display Options and select the Hourly tab.



2. Use the drop-down lists to select default start and end times and click the Close button.

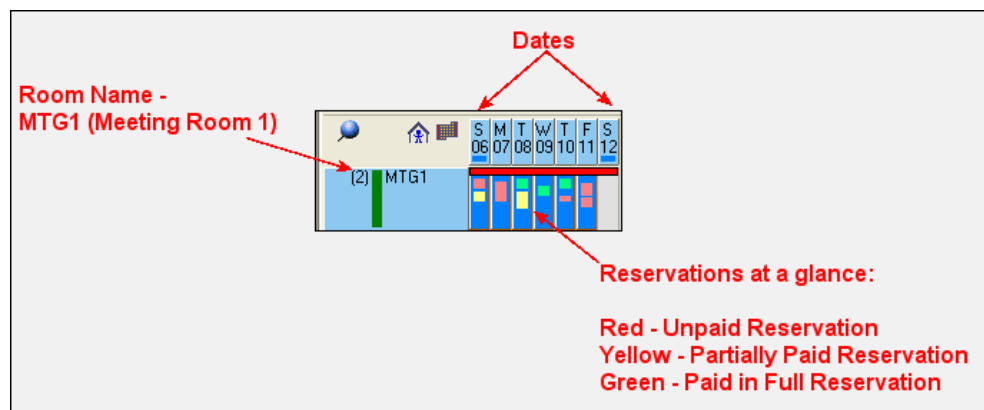
3. Close RezStream Professional and log back in.
4. Click the Reserve Hour F3 icon on the left-hand toolbar.



5. The reservation times displayed on the Hourly screen now reflect the default start and end time period for rentals specified in the Tools > Display Options > Hourly tab.

### Hourly Reservations at a Glance

Using the Reserve by Hour screen, hourly reservations can be monitored at a glance. The display bar in the upper left-hand corner of the Reserve by Hour screen lists each hourly rental along with an "at a glance" availability display. In the example below, Meeting Room #1 is booked fairly regularly from November 6 – November 11. However, November 12 remains wide open.



The following table compares the availability at a glance calendar to the half hour view displayed in the Reserve by Hour screen.

<b>AT A GLANCE AVAILABILITY (NOVEMBER 8)</b>	<b>RESERVE BY HOUR SCREEN AVAILABILITY (NOVEMBER 8)</b>
T 08	<div>Tue, Nov 8/2005</div> <div>Ian Foster 303-888-9898 \$0.00</div> <div>Sally Lindsey 719-633-9989 \$380.63</div>



***Full payment has been received on reservations with the green flag. Reservations with a partial payment are displayed in yellow. Those reservations without an advance deposit are displayed in red.***

In the table above, the “at a glance availability” display shows two reservations. Hourly reservations for the following individuals in Meeting Room #1 are displayed on the Reserve by Hour screen.

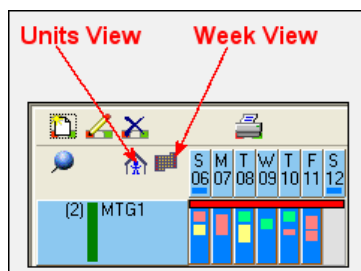
1. Ian Foster
2. Sally Lindsey

## Toggling the Display

There are two options for displaying the Reserve by Hour screen.


1. Units View
2. Week View

Toggle between the two views using the icons in the upper left-hand corner of the Reserve by Hour screen.



## Units View



Click the Units View icon () to view availability for all hourly units for an entire day. The actual day displayed on the screen can be changed by clicking any date in the calendar at the top of the window. The screen shot below displays all hourly rental unit activity for November 6, 2005.

**Availability for one day  
for every hourly rental  
is displayed in Units View.  
To change the date displayed,  
click a date in the calendar  
at the top of the window.**

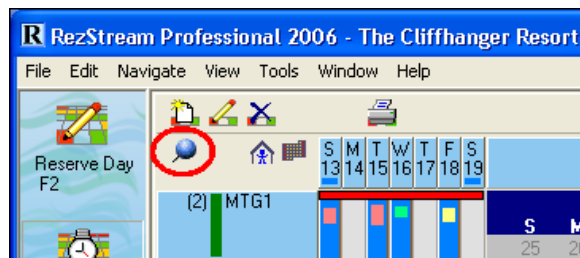
Hourly Rental of: Meeting Room #1																							
October 2005							November 2005							December 2005									
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S			
25	26	27	28	29	30	1	30	31	1	2	3	4	5	27	28	29	30	1	2	3			
2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10			
9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17			
16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24			
23	24	25	26	27	28	29	27	28	29	30	1	2	3	25	26	27	28	29	30	31			
30	31	1	2	3	4	5	4	5	6	7	8	9	10	1	2	3	4	5	6	7			

	MTG1	MTG2	BAL1	BAL2	BOAT1	BOAT2	BIKE1	BIKE2
9 :00	Jimmy Buffett 414-555-1215 \$415.88				Chad Zallar 719-477-1209 \$709.76	Julie Nicks 719-338-8251 \$0.00	Richard Lee 940-887-9969 \$0.00	
AM :30		Brenden McNamara 303-767-8989 \$0.00		Julie Kleinsmith 719-632-1365 \$499.05				Peter Emsley \$0.00
10 :00			David Flexor \$616.62					
:30								
11 :00								
:30								
12 :00								
PM :30		Louis Bott 720-888-1212 \$277.25						
1 :00	Laura Clark 970-923-3766 \$228.38					Tammy Lee 303-681-8898 \$194.88		
:30								
2 :00								
:30								
3 :00								
:30								
4 :00								
:30								
5 :00								
:30								
6 :00								
:30								
7 :00								




Click the thumbtack () in the upper left-hand corner of the Reserve by Hour screen to return the display to today's date.





## Week View



Click the Week View icon () to view availability for the chosen hourly rental unit for a week's time period, Sunday through Saturday, of the selected date on the top calendar. Clicking on November 6, 2005 displays activity for Meeting Room #1 from November 6 (Sunday) through November 12 (Saturday).

Hourly Rental of: Meeting Room #1

October 2005							November 2005							December 2005																				
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S														
25	26	27	28	29	30	1	30	31	1	2	3	4	5	27	28	29	30	1	2	3														
2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10														
9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17														
16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24														
23	24	25	26	27	28	29	27	28	29	30	1	2	3	25	26	27	28	29	30	31														
30	31	1	2	3	4	5	4	5	6	7	8	9	10	1	2	3	4	5	6	7														
Sun, Nov 6/2005							Tue, Nov 8/2005							Thu, Nov 10/2005							Fri, Nov 11/2005							Sat, Nov 12/2005						
9 AM	Jimmy Buffett 414-555-1215 \$415.88						Ian Foster 303-888-9898 \$0.00						Ian Foster 303-888-9898 \$0.00																					
10 AM							Lenny Friedman 465-898-7765 \$831.75																		Tim Turner 555-999-0909 \$543.41									
11 AM													Matt Ecklund 719-598-0923 \$0.00																					
12 PM																																		
1 PM	Laura Clark 970-923-3766 \$228.38						Sally Lindsey 719-633-9989 \$380.63																											
2 PM																			Brian Baxley 719-545-0909 \$277.25						John Lachniet 719-593-0788 \$465.78									
3 PM																																		
4 PM																																		
5 PM																																		
6 PM																																		
7 PM																																		

Click a new date (November 16) in the calendar at the top of the page to search for availability for this single hourly unit for another set of dates, November 13 (Sunday) through November 19 (Saturday).

Click a date on the calendar to re-focus availability.

Hourly Rental of: Meeting Room #1																											
October 2005							November 2005							December 2005													
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S							
25	26	27	28	29	30	1	30	31	1	2	3	4	5	27	28	29	30	1	2	3							
2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10							
9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17							
16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24							
23	24	25	26	27	28	29	27	28	29	30	1	2	3	25	26	27	28	29	30	31							
30	31	1	2	3	4	5	4	5	6	7	8	9	10	1	2	3	4	5	6	7							
Sun, Nov 13/2005							Tue, Nov 15/2005							Thu, Nov 17/2005							Fri, Nov 18/2005						
9:00 AM							Joe Dale 506-887-1245 \$762.44																				
10:00 AM	Tracey Gupta 303-678-0909 \$554.50												George Ward 303-678-4434 \$0.00						Lee Williams 970-333-1212 \$298.41								
11:00 AM																											
12:00 PM																											
1:00 PM																											
2:00 PM																											
3:00 PM																											
4:00 PM																											
5:00 PM																											
6:00 PM																											
7:00 PM																											

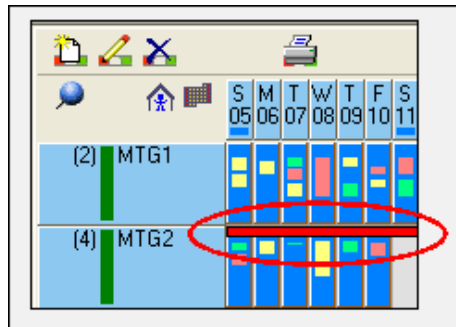
## MAKING AN HOURLY RESERVATION

Use the following steps for making an hourly reservation for an existing guest.

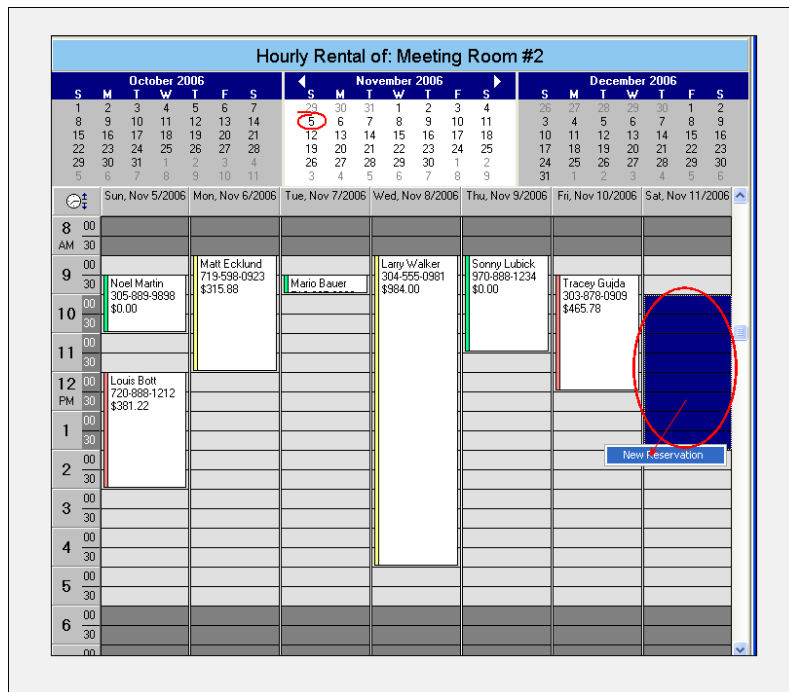
1. Click the Reserve Hour F3 icon on the left-hand toolbar.



2. On the left-hand side of the screen, click the unit or item that you want to reserve. A red bar is displayed across the top of the weekly calendar for the selected unit or item.



3. Using either the Units View or Week View icon on the upper left-hand corner of the Hourly screen, highlight the day/hours that are being reserved for the selected unit or item using the click and drag method of making a reservation. In our example, we are using the Week View and have selected Meeting Room #2. We are making an hourly reservation from 10AM – 2PM on Saturday, November 11. After highlighting the hours for the reservation, right-click and select "New Reservation" or press the <ENTER> key.



- Double-click the guest's name from history in the RezStream Professional Name Search window.

**RezStream Professional Name Search**

Search: Lachnidt John New Select Cancel Business Name

Last Name	First Name	Spouse	Address	City	St	Home	Work
Ackerman	Joseph		2212 W. 7th St.	Denver	CO	303-681-32	303-555-12
Barry	John	Jackie	5409 W. 3rd Avenue	Charlotte	NC	767-998-01	767-545-12
Bauer	Mario		8812 North Street	Colorado Springs	CO	719-887-98	719-454-54
Baxley	Brian		4434 W. Prairie Road	Ellicott	CO	719-545-09	
Bott	Louis		3005 Leslie Dr.	Englewood	CO	720-888-12	720-546-12
Buffett	Jimmy	Jane	3313 W. Palm Beach	West Palm Beach	FL	414-555-12	414-765-12
Chesney	Kenny	Divorced	5431 W. Blue Avenue	Nashville	TN	505-908-12	505-661-12
Clark	Laura		123 W. 1st Ave.	Carbondale	CO	970-923-37	
Dale	Joe	Julie	33443 Dearborn Ave.	Dearborn	MI	506-887-12	506-889-12
Ecklund	Matt	Christy	3434 W. Palmer Blvd.	Palmer Lake	CO	719-598-09	719-593-19
Emsley	Peter						
Flexor	David						
Foster	Ian	Jeanne	2212 W. Park Ave.	Denver	CO	303-888-98	720-778-99
Friedman	Lenny	Joanne	4312 W. 6th Avenue	Baltimore	MD	465-898-77	465-456-09
Guest	Demo		1855 Blake St	Denver	CO	303-274-34	866-565-18
Gujda	Tracey		5454 W. 1st Avenue	Lakewood	CO	303-878-09	303-879-99
Haynes	Jeff	Beth	3312 North State Street	Boise	ID	405-665-23	405-443-00
Holland	Justin		9878 Shields	Fort Collins	CO	970-555-09	970-768-12
Kleinsmith	Julie		308 Leslie Drive	Colorado Springs	CO	719-632-13	719-635-10
Lachnidt	John	Tiffany	2213 W. Briargate	Colorado Springs	CO	719-593-07	719-599-88
Lee	Richard	Mille	43008 112th Place	Sammamish	WA	940-887-99	940-789-45
Lee	Tammy	Mark	4708 Red Rock Drive	Larkspur	CO	303-681-88	303-681-06
Lindsey	Sally		3004 West Maryland	Colorado Springs	CO	719-633-99	719-887-45



***If an hourly reservation is being made for a new guest to the property, simply fill in the Last and First Name fields in the RezStream Professional Name Search window and click New.***

- The "by the Hour Reservation" window is displayed. Select the Add to Previous Invoice button to attach the hourly reservation to an existing folio. Alternatively, select the New Invoice button to create a standalone hourly reservation, possibly for a past guest who is not currently staying at the property.

**R by the Hour Reservation**

**John Lachnidt**  
2213 W. Briargate Pkwy.  
Colorado Springs, CO 80909  
719-593-0788 719-599-8898

New/Select...

**Reservation Settings**

Date and Time Selection: Date: 11/11/2006, Unit: MTG2, Start: 10:00 AM, Length: 4 hours, End: 2:00 PM

Adult: 1, Child: 0, Pets: 0, Cars: 0

Unit Rate: Rack, Package Selection: None

Hourly Fee: 560.00, Package: \$0.00, Tax: \$61.04, **Total: \$621.04**

Reason: None, Referral: None

Buttons: New Invoice, Add to Previous Invoice, Recalculate, View Charge Details..., Save, Cancel

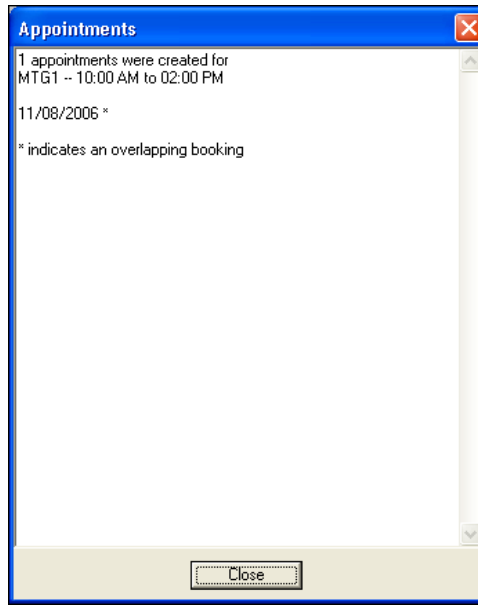
A. Other features of the by the Hour Reservation window include:

1. Recap of rental details.

Use the fields in the recap section to reserve any hourly rental unit, for any desired length of time, without first browsing to the unit. This feature significantly reduces the time it takes to make hourly reservations, particularly if your business has multiple hourly rental units.

For example, change to a different rental unit by simply clicking the Unit field and selecting a new hourly unit.

Similarly, the Date, Start, and Length fields can also be adjusted from the recap section. As a precaution for the possibility of overlapping two bookings, the following dialog box is displayed after the hourly reservation is saved.



In these instances, multiple hourly reservations are displayed noting the same timeframe and the possibility of overbooking a rental unit.

	Sun, Nov 5/2006	Mon, Nov 6/2006	Tue, Nov 7/2006	Wed, Nov 8/2006	Thu, Nov 9/2006	Fri, Nov 10/2006	Sat, Nov 11/2006
9 AM	Jayleen Doyle 970-476-2923 \$315.88		Joy Braitberg 925-254-6428 \$0.00	Rita Vanc 808 \$1.2	David O'Leary 607-233-1234 \$152.25		Gary Pence 307-999-0909 \$621.04
10 AM		Jimmy Buffett 414-555-1215 \$165.88		John Lac 719 \$62			
11 AM			John Elway 303-777-7777 \$346.57			Bradlee Van Pelt 303-444-3434 \$310.52	
12 PM				Bill Mink 866 \$34			
1 PM	Fisher DeBerry \$290.88						
2 PM						Trevor Pryce 303-777-0909 \$185.52	Bill Mitchell 303/854-1245 \$0.00
3 PM			Ian Foster 303-888-9898 \$315.88		Joe Yavorski 303 681-4414 \$0.00		
4 PM							
5 PM							

## 2. Reservation Settings.

**R by the Hour Reservation**

**John Lachnidt**  
 2213 W. Briargate Pkwy.  
 Colorado Springs, CO 80909  
 719-593-0788 719-599-8898

☒ New Invoice ☐ Add to Previous Invoice

582	3/16/2007	582	\$621.04	\$0.00
584	11/11/2006	584	\$0.00	\$125.00
583	11/11/2006	583	\$0.00	\$0.00
598	11/9/2006	598	\$232.90	\$0.00
581	11/8/2006	581	\$621.04	\$0.00
513	4/7/2006	513	\$593.33	\$593.33

New/Select...

**Reservation Settings** (circled in red)

Date and Time Selection: Date: 11/11/2006, Unit: MTG2, Start: 10:00 AM, Length: 4 hours, End: 2:00 PM

Reservation Settings: Adult: 10, Child: 0, Pets: 0, Cars: 0, Unit Rate: Rack, Hourly Fee: 560.00, Recalculate, Package Selection: Lunch and Coffee Ser, Package: \$160.00, Tax: \$31.08, Total: \$751.08, View Charge Details...

Reason: None, Referral: None, Save, Cancel

- Adults/Children – The number of adults/children on the hourly reservation. These settings can be used to calculate per person package charges.
- Notes – Enter any special information that should be attached to this hourly reservation such as special meal requests, times for coffee service, etc.
- Reason – Tracking why the guest made the reservation helps focus marketing dollars in specific market segments.
- Referral – Track how the guest found out about the property.
- Unit Rate – Enter the unit rate that will be applied to this hourly reservation.
- Package Selection – Apply a package to the hourly reservation. In our example above, the Lunch and Coffee Service package is being applied to the hourly reservation.
- Reservation Recap – Displays what hourly fee was charged, package prices, tax amount, and total reservation amount. When changes are made to any component of the hourly reservation that affects pricing, click the Recalculate button.

- h. View Charge Details – Click this button to view specific charges applied to this hourly reservation. In the example below, the Lunch and Coffee Service package has been added. Clicking the View Charge Details button displays the point of sale items applied as components of the package.

**Edit Invoice**

Invoice for: **John Lachmidt**  
 2213 W. Briargate Pkwy.  
 Colorado Springs, CO 80909  
 719-593-0788 719-599-8898

Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
Hourly	1	11/11/06	10:00 AM	02:00 PM	MTG2	4.00	\$560.00	Full Tax	\$521.04
Package	1	11/11/06			Coffee Service	10.00	\$35.00	Full Tax	\$38.82
Package	1	11/11/06			Meeting Room Lunch	10.00	\$125.00	Full Tax	\$138.63

Totals | Payments

Daily Reservation Total: \$0.00  
 Hourly Reservation Total: \$560.00  
 Miscellaneous Items: \$160.00  
 Tax: \$78.49  
 Charges: \$798.49  
 Paid: \$0.00  
 Due: **\$798.49**

Save Close

- i. Recurring Reservation Settings tab – Used to create recurring hourly reservations. For more information refer to the following section, ***Recurring Hourly Reservations***.
6. After clicking the Save button on the “by the Hour Reservation” screen, the Contact Data screen is displayed. Complete the reservation and record any payments as you would a normal daily room reservation.

7. Upon returning to the Reserve by Hour screen, the completed reservation is now displayed and color-coded based on whether or not payment was recorded. In our example, the reservation is yellow because a partial payment has been made.

Hourly Rental of: Meeting Room #2																							
October 2006							November 2006							December 2006									
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S			
1	2	3	4	5	6	7	29	30	31	1	2	3	4	26	27	28	29	30	1	2			
8	9	10	11	12	13	14	5	6	7	8	9	10	11	3	4	5	6	7	8	9			
15	16	17	18	19	20	21	12	13	14	15	16	17	18	10	11	12	13	14	15	16			
22	23	24	25	26	27	28	19	20	21	22	23	24	25	17	18	19	20	21	22	23			
29	30	31	1	2	3	4	26	27	28	29	30	1	2	24	25	26	27	28	29	30			
5	6	7	8	9	10	11	3	4	5	6	7	8	9	31	1	2	3	4	5	6			
Sun, Nov 5/2006							Mon, Nov 6/2006							Tue, Nov 7/2006									
AM 30																							
9 00							Matt Ecklund 719-598-0923 \$315.88							Larry Walker 304-555-0981 \$984.00									
9 30							Mario Bauer							Sonny Lubick 970-888-1234 \$0.00									
10 00														Tracey Gujda 303-878-0909 \$465.78									
10 30														John Lachnid 719-593-0788 \$673.49									
11 00																							
11 30																							
12 00																							
12 PM 30																							
1 00																							
1 30																							
2 00																							
2 30																							
3 00																							
3 30																							
4 00																							
4 30																							
5 00																							
5 30																							

## RECURRING HOURLY RESERVATIONS

The Recurring Reservation Settings tab can be used to create hourly reservations that occur at set times over a period of days, weeks, or months. For example, a local business may schedule a weekly lunch meeting over the course of two months. In this example, the reservation can be made once and then scheduled eight times. Use the following steps for creating a recurring hourly reservation.

1. Click the Reserve Hour icon on the main left-hand toolbar of RezStream Professional.





- From the Hourly screen, click and drag to select the date and time period for the first of eight weekly lunch meetings, right-click and select New Reservation, or press the <ENTER> key.

	Sun, Nov 5/2006	Mon, Nov 6/2006	Tue, Nov 7/2006	Wed, Nov 8/2006	Thu, Nov 9/2006	Fri, Nov 10/2006	Sat, Nov 11/2006
7 :00 AM							
8 :30							
9 :00	Jayleen Doyle 970-476-2923 \$315.88		Joy Braitberg 925-254-6428 \$0.00	Rita Varg 808- \$1.2	David O'Leary 607-233-1234 \$152.25		
10 :00		Jimmy Buffett 414-555-1215 (\$62.50)		John Lact 719- \$62			
11 :30			John Elway 303-777-7777 \$346.57			Bradlee Van Pelt 303-444-3434 \$310.52	
12 :00 PM				Bill Mitt 86E \$34			
1 :30	Fisher DeBerry \$290.88						
2 :00						Trevor Pryce 303-777-0909 \$185.52	
3 :30			Ian Foster 303-888-8898 \$315.88		Joe Yavorski 303 681-4414 \$0.00		
4 :00							
5 :00							

- The RezStream Professional Name Search window is displayed. Double-click on a name from guest history to assign a name to the lunch meeting reservation or enter a new name and click the New button.

RezStream Professional Name Search							
Hranch	Nathan	New	Select	Cancel	Business Name		
Last Name	First Name	Spouse	Address	City	St	Home	Work
Ackerman	Joseph		2212 W. 7th St.	Denver	CO	303-681-32	303-555-12
Anderson	Jim	Julia	34512 W. 55th Street	Bellevue	WA	503-555-12	503-443-12
Anthony	Carmello		4708 Red Rock Drive	Larkspur	CO	303	
Barry	John	Jackie	5409 W. 3rd Avenue	Charlotte	NC	767-998-01	767-545-12
Bauer	Mario		8812 North Street	Colorado Springs	CO	719-887-98	719-454-54
Baxley	Brian		4434 W. Prairie Road	Ellicott	CO	719-545-09	
Bott	Louis		3005 Leslie Dr.	Englewood	CO	720-888-12	720-546-12
Bragg	Bill						
Braitberg	Joy	Kurt	31 Underhill Road	Hemet	CA	925-254-64	
Buffett	Jimmy	Jane	3313 W. Palm Beach	West Palm Beach	FL	414-555-12	414-765-12
Carroll	Joe		1121 W. 1st Avenue	Denver	CO	303/681-24	
Chesney	Kenny	Divorced	5431 W. Blue Avenue	Nashville	TN	505-908-12	505-661-12
Clark	Laura		123 W. 1st Ave.	Aspen	CO	970-923-37	
Dale	Joe	Julie	33443 Dearborn Ave.	Dearborn	MI	506-887-12	506-889-12
DeBerry	Fisher		2008 Alton Way				
DeLay	Heath	Leah	44234 South 6th	Aspen	CO	303-876-00	720-667-23
Doyle	Jayleen		4414 Arosa Drive		CO	970-476-29	970-476-11
Ecklund	Matt	Christy	3434 W. Palmer Blvd.	Palmer Lake	CO	719-598-09	719-593-19
Elway	John		212 W. Cherry Hills	Denver	CO	303-777-77	720-777-77
Emsley	Peter						
Flexor	David						
Foster	Ian	Jeanne	2212 W. Park Ave.	Denver	CO	303-888-98	720-778-99
Fredericks	James						

4. The "by the Hour Reservation" window is displayed. Notice the information listed under the Date and Time Selection tab is about the first weekly lunch meeting we selected from the Hourly screen. Next, enter the following information under the Reservation Settings tab.
- Adults/Children
  - Unit Rate
  - Notes
  - Package Selection
  - Reason
  - Referral

The screenshot shows the "by the Hour Reservation" window for Nathan Hrach. The "Reservation Settings" tab is selected and circled in red. The window displays the following information:

- Date and Time Selection:** Date: 11/06/2006, Unit: MTG1, Start: 11:30 AM, Length: 2 hours 30 minutes, End: 2:00 PM.
- Reservation Settings:**
  - Adult: 8, Child: 0, Pets: 0, Cars: 0
  - Unit Rate: Rack
  - Hourly Fee: 312.50, Recalculate button
  - Package: \$128.00
  - Package Selection: Lunch and Coffee Ser
  - Tax: \$24.85
  - Total: \$465.35**
  - View Charge Details... button
- Notes:** Weekly meeting for the next two months.
- Reason:** None, **Referral:** None
- Buttons: Save, Cancel

- g. Next, click the Recurring Reservation Settings tab.

The screenshot shows the "by the Hour Reservation" window for Nathan Hrach. The "Recurring Reservation Settings" tab is selected and circled in red. The window displays the following information:

- Date and Time Selection:** Date: 11/06/2006, Unit: MTG1, Start: 11:30 AM, Length: 2 hours 30 minutes, End: 2:00 PM.
- Recurring Reservation Settings:**
  - Frequency: Daily | Weekly | Monthly
  - Every 1 Days (selected)
  - Every Weekday
  - Every Weekend Day
- Duration:**
  - End After: 1 Occurrences (selected)
  - End By: 12/06/2006
- Reason:** None, **Referral:** None
- Buttons: Save, Cancel

- h. Recurring hourly reservations can be scheduled on a daily, weekly, or monthly basis. In our example, the reservation will occur weekly for the next eight weeks. Click the Weekly tab.

**R by the Hour Reservation**  
Nathan Hrach  
New Invoice Add to Previous Invoice

New/Select...

Date and Time Selection  
Date: 11/06/2006  
Unit: MTG1  
Start: 11:30 AM  
Length: 2 hours 30 minutes  
End: 2:00 PM

Reservation Settings  
Frequency: Daily Weekly Monthly  
Every 1 Weeks on: 1  
Sun Mon Tue Wed Thu Fri Sat  
Reason: Business Referral: Local Business

Duration  
End After: 1 Occurrences  
End By: 12/06/2006

Save Cancel

- i. Since the meeting we are scheduling will occur every week for eight weeks on Mondays, we will set the "Every" field to "1" (A), click the "Mon" (B) checkbox and set the "End After" field to 8 (C).

**R by the Hour Reservation**  
Nathan Hrach  
New Invoice Add to Previous Invoice

New/Select...

Date and Time Selection  
Date: 11/06/2006  
Unit: MTG1  
Start: 11:30 AM  
Length: 2 hours 30 minutes  
End: 2:00 PM

Reservation Settings  
Frequency: Daily Weekly Monthly  
Every 1 Weeks on: 1  
Sun Mon Tue Wed Thu Fri Sat  
Reason: Business Referral: Local Business

Duration  
End After: 8 Occurrences  
End By: 12/06/2006

Save Cancel

- j. Click the Save button.

**R by the Hour Reservation**  
Nathan Hrach  
New Invoice Add to Previous Invoice

New/Select...

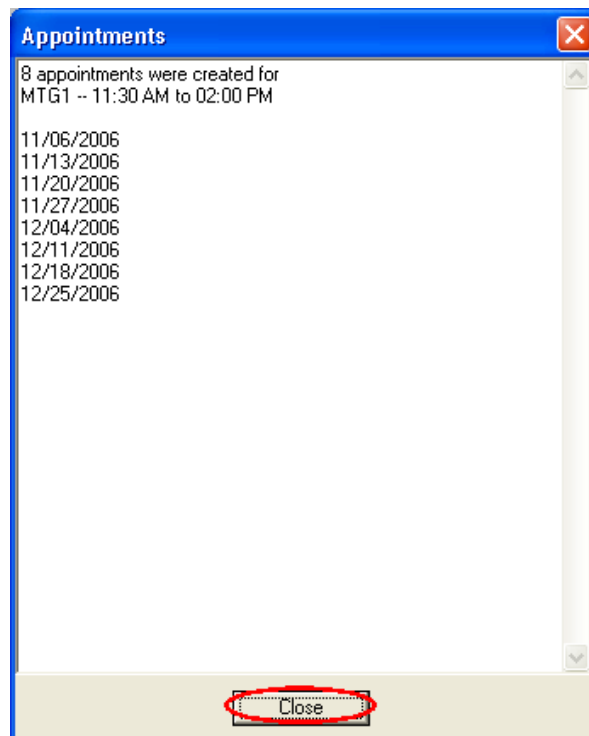
Date and Time Selection  
Date: 11/06/2006  
Unit: MTG1  
Start: 11:30 AM  
Length: 2 hours 30 minutes  
End: 2:00 PM

Reservation Settings  
Frequency: Daily Weekly Monthly  
Every 1 Weeks on: 1  
Sun Mon Tue Wed Thu Fri Sat  
Reason: Business Referral: Local Business

Duration  
End After: 8 Occurrences  
End By: 12/06/2006

Save Cancel

- k. The Appointments window is displayed indicating that eight appointments have been made from 11/6/2006 – 12/25/2006. Click the Close button.



- l. The Contact Data screen is displayed. Enter details for the guest making the recurring hourly reservation.

**Contact Invoice History 2/0**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
586	10/29/2006	11/6/2006	12/25/2006	MTG1	0	\$0.00	\$0.00	586
585	10/28/2006	11/6/2006	12/25/2006	MTG1	0	\$0.00	\$0.00	585

**Guest Info:** Mr. Nathan Hrach  
**Address 1:** 8400 East Crescent Parkway  
**Address 2:** Suite 400  
**City, St, Zip:** Englewood CO 80111  
**Country, Fax:** United States of America  
**Ph Home, Work:** 303-221-0012 303-517-3319  
**Business Name:** Framelt Software  
**Email Address:** nhrach@framelt.com  
**Company Name:**  
**Special Req. #1:**  
**Special Req. #2:**

**Starts:** Adult 8 Pets 0  
**Departs:** Child 0 Cars 0  
**Length:** 0  
**Start Unit:** MTG1  
**Daily Reservation Total:** \$0.00  
**Hourly Reservation Total:** \$0.00  
**Charges:** \$0.00  
**Checked In:** \$0.00  
**Point of Sale Charges:** \$0.00  
**Paid:** \$0.00  
**Due:** \$0.00  
**Checked Out:** Tax: \$0.00  
**Last Change:** 2/26/2007


**Payment Data:** Confirmation # 586  
**Invoice Check Box Flags:**  
☐ Tax Exempt  
☐ Attention  
☐ Custom 2  
☐ Custom 3  
☐ Custom 4  
☐ Custom 5  
☐ Custom 6

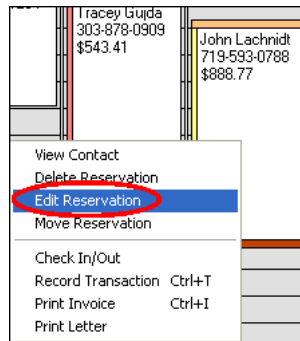
- m. Return to the Hourly screen by clicking the Reserve Hour F3 button on the main left-hand toolbar.



## EDITING HOURLY RESERVATIONS

After making an Hourly reservation, changes can be made by selecting the reservation on the Hourly screen, right-clicking and choosing the option for "Edit Reservation." The Edit Invoice

window can also be accessed by clicking the Edit Invoice icon () on the top toolbar of the Contact Data screen.



The Edit Invoice window is displayed. Here, reservation totals can be changed and miscellaneous charges (point of sale items) can be added to the Hourly reservation. In addition, packages can be added to Hourly reservations by clicking the Packages tab.

**Edit Invoice**

Invoice for: **John Lachnidt**  
2213 W. Briargate Pkwy.  
Colorado Springs, CO 80909  
719-593-0788 719-599-8898

Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
POS	1	11/11/05			Bottle of Wine	1.00	\$25.00	Standard	\$27.48
Daily	1	11/11/05			116 - Suite	1.00	\$145.00	Full Tax	\$160.81
Hourly	1	11/12/05	10:00 AM	02:00 PM	MTG2	4.00	\$560.00	Full Tax	\$621.04
Daily	1	11/12/05			116 - Suite	1.00	\$145.00	Full Tax	\$160.81
Daily	1	11/13/05			116 - Suite	1.00	\$125.00	Full Tax	\$138.63

**In our example, the hourly reservation was tied to an in-house guest. Therefore, the Edit Invoice window displays Hourly, Daily, and POS charges.**

**Click the Add tab to post additional point of sale charges.**

**Packages can be posted to Hourly reservations.**

**Add** **Edit** **Packages**

All Categories: POS Items  
Adult Breakfast  
Bottle of Wine  
Monogrammed Wine Glasses  
Rate  
Yachats Music Festival

Barcode/code entry:

Item Type: POS  
Unit Group: The Cliffhanger Reso  
Date: 11/12/2005  
Description: Adult Breakfast  
Quantity: 1  
Price: 9  
Tax Group: Standard T

Add Item to Invoice Modify Inventory

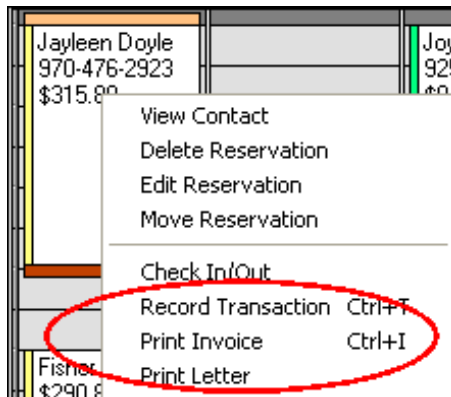
Totals Payments  
Daily Reservation Total: \$415.00  
Hourly Reservation Total: \$560.00  
Miscellaneous Items: \$25.00  
Tax: \$108.77  
Charges: \$1,108.77  
Paid: \$220.00  
Due: \$888.77

Save Close Cancel

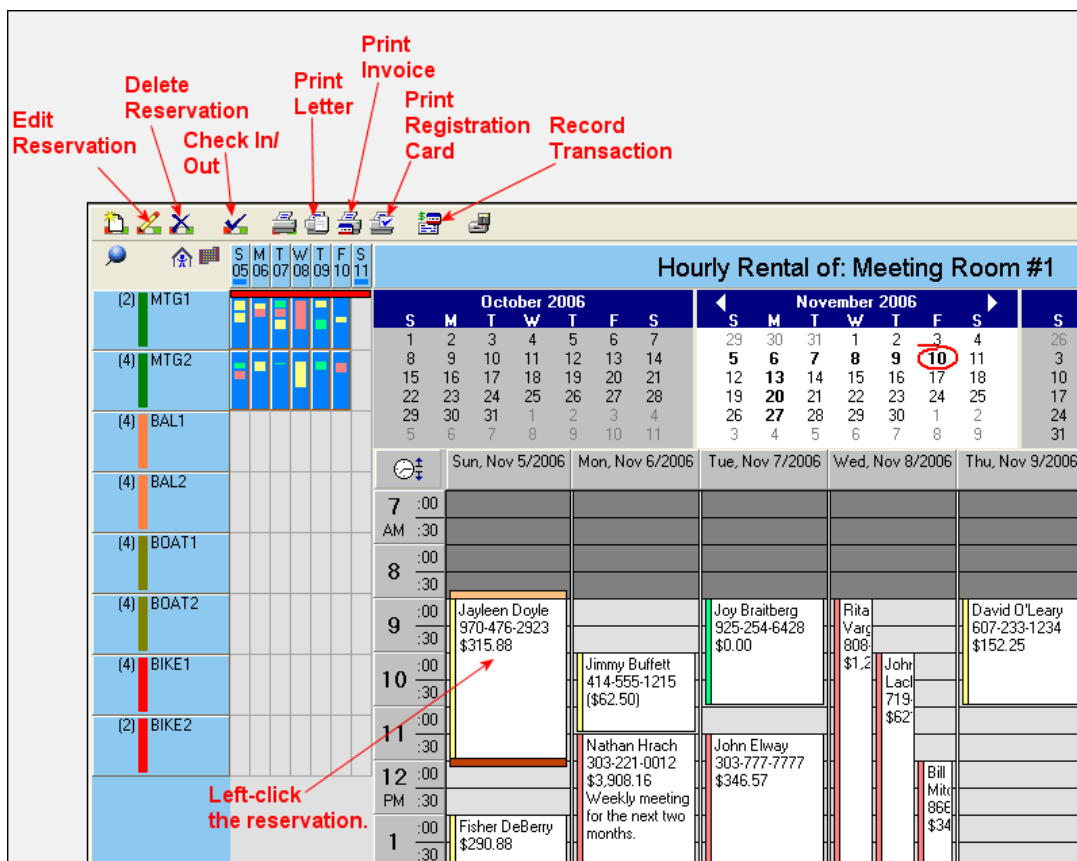


**For detailed steps on posting Point of Sale charges to an existing reservation, please see "Pre-Posting Charges" in the Individual Reservations section.**

Multiple functions can also be performed on Hourly reservations from the right-click menu, including recording transactions, printing invoices, and printing letters. To access these options, left-click the reservation on the Hourly screen to select it and then click the right mouse button. The list of reservation functions is displayed. Select the desired action.



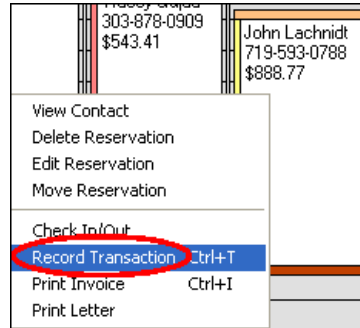
Alternatively, many of these same functions are also available from the top toolbar on the Hourly screen. To utilize these functions, left-click the desired reservation on the Hourly screen and then click the icon that corresponds to the desired action.



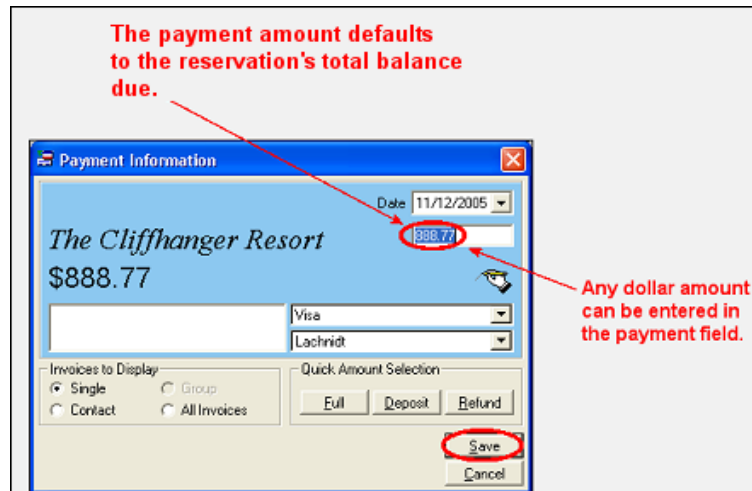
## **POSTING PAYMENTS TO HOURLY RESERVATIONS**

Use the following steps for posting a payment to an Hourly reservation.

1. From the Hourly screen, select the reservation, right-click and choose the option "Record Transaction."



2. The Payment Information window is displayed. The payment amount defaults to the reservation's total balance due. Any amount can be entered into the payment amount field. Click the Save button to post the payment.

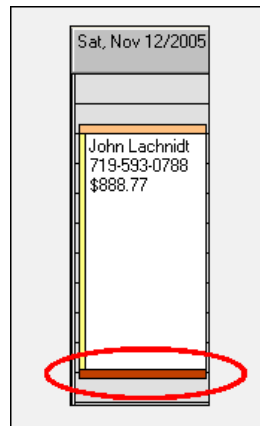




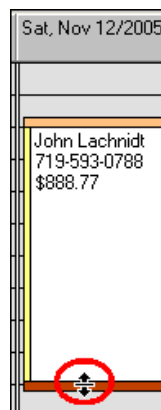
### ***Changing Start/End Times for Hourly Reservations***

Hourly reservations can be extended or shortened using the click and drag method. For example, assume John Lachnidt decides to extend his 10:00AM – 2:00PM meeting to 10:00AM – 5:00PM. Use the following steps for making this change.

1. Left-click in the last time increment cell for the existing reservation. A solid bar is displayed indicating that the reservation is selected.



2. Hover the mouse over the solid bar. The dual arrow cursor is displayed.



- Depress the left mouse button and drag the reservation to the new end time, 5:00PM in this example. Release the left mouse button. The Recalculate Charge? window is displayed. Click Yes to recalculate the cost of the hourly reservation based on system defaults. If the price will not be adjusted, click No.

	Sun, Nov 6/2005	Mon, Nov 7/2005	Tue, Nov 8/2005	Wed, Nov 9/2005	Thu, Nov 10/2005	Fri, Nov 11/2005	Sat, Nov 12/2005
6:00 AM							
7:00 AM							
8:00 AM							
9:00 AM							
10:00 AM	Brenden McNamara 303-767-8989 \$0.00	Matt Ecklund 719-598-0923 \$415.88	Mario Bauer	Larry Walker 304-555-0981 \$685.13	Sonny Lubick 970-888-1234 \$0.00	Tracey Guida 303-878-0909 \$543.41	John Lachnidt 719-593-0788 \$888.77
11:00 AM							
12:00 PM							
1:00 PM	Louis Bott 720-888-1212 \$277.25		Jimmy Buffett 414-555-1212 \$277.25				
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

Recalculate Charge?

Choosing Yes will recalculate charge to: \$980.00  
 Choosing No retains previous charge of: \$560.00

- The Edit Invoice window appears with the recalculated hourly reservation total and recalculated outstanding balance due.

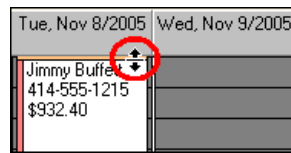
### Moving Hourly Reservations

Hourly reservations can be moved using the click and drag method. For example, assume Jimmy Buffett decides to move his half-day hot air balloon ride from Tuesday, November 8 to Thursday, November 10. Use the following steps for making this change.

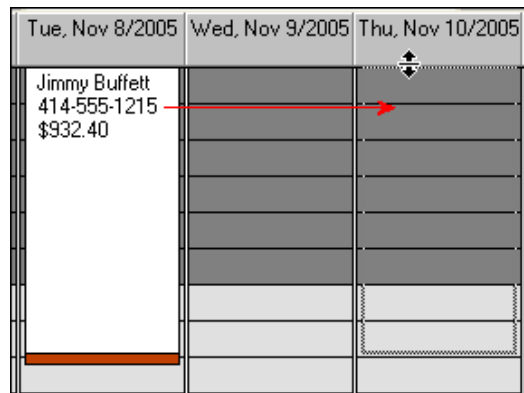
- Left-click in the first time increment cell for the existing reservation. A shaded bar is displayed indicating that the reservation is selected.

	Sun, Nov 6/2005	Mon, Nov 7/2005	Tue, Nov 8/2005	Wed, Nov 9/2005	Thu, Nov 10/2005
6:00 AM			Jimmy Buffett 414-555-1215 \$932.40		
7:00 AM					
8:00 AM					
9:00 AM					
10:00 AM					
11:00 AM					
12:00 PM					
1:00 PM					
2:00 PM					

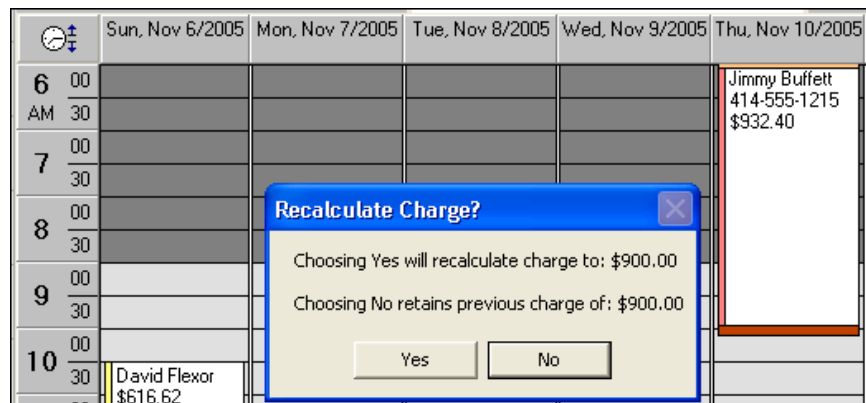
2. Hover the mouse over the shaded bar. The dual arrow cursor is displayed.



3. Depress the left mouse button and drag the reservation to the new date, Thursday, November 10.



4. Release the left mouse button. The Recalculate Charge? window is displayed. Click Yes to recalculate the hourly reservation based on the new date or No to keep the original charges. In the example below, the original charges are the same as the recalculated charges.



5. The Edit Invoice window is displayed. Here, additional POS charges can be posted to Hourly reservations. To post a POS charge to an Hourly reservation, click the Add tab (A) and then select a POS item (B).

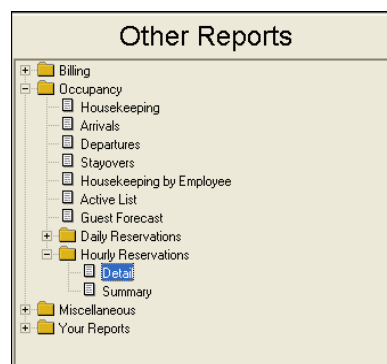
6. Click the Save Close button on the Edit Invoice screen. The Hourly reservation is moved to the new date.

## HOURLY RESERVATION REPORTS

Clicking the Reports F7 icon on the main left-hand toolbar of RezStream Professional allows you to print Hourly Reservation reports.



Go to Other Reports, expand the Occupancy folder, and then expand the Hourly Reservations folder. There are two Hourly Reservations reports, Detail and Summary.



Hourly Reservation revenue can be displayed using either report. However, the detail report is also going to present specific reservation information for each Hourly Reservation.

Hourly by Date							for: 11/01/2005 - 11/15/2005
Date	Start	End	Unit	Invoice#	Name	Count	Hourly Charges
11/6/2005	09:00 AM	11:00 AM	BAL2	87	Kleinsmith, Julie		\$499.05
11/6/2005	01:00 PM	04:00 PM	MTG1	70	Clark, Laura		\$415.88
11/6/2005	09:30 AM	11:30 AM	MTG2	84	McNamara, Brenden		\$277.25
11/6/2005	09:00 AM	12:00 AM	MTG1	69	Buffett, Jimmy		\$415.88
11/6/2005	10:30 AM	03:00 PM	BAL1	86	Flexor, David		\$1,122.87
11/6/2005	09:00 AM	05:00 PM	BOAT1	88	Zallar, Chad		\$709.76
11/6/2005	09:00 AM	12:00 AM	BOAT2	89	Nicks, Julie		\$266.16
11/6/2005	01:00 PM	05:00 PM	BOAT2	90	Lee, Tammy		\$354.88
11/6/2005	09:00 AM	10:00 AM	BIKE1	91	Lee, Richard		\$0.00
11/6/2005	10:00 AM	11:00 AM	BIKE2	92	Emsley, Peter		\$0.00
11/6/2005	12:30 AM	02:30 PM	MTG2	85	Bott, Louis		\$277.25
Totals for: 11/6/2005						11	\$4,338.98
11/7/2005	09:30 AM	12:30 AM	MTG2	94	Ecklund, Matt		\$415.88
11/7/2005	10:00 AM	04:00 PM	MTG1	71	Friedman, Lenny		\$831.75

In addition to the reports listed above, there are also two Hourly Occupancy reports. These reports can be found under the Financial Reports > Revenue by Unit > Hourly Units heading.

Financial Reports	Other Reports
<ul style="list-style-type: none"> <li>[-] Accounting           <ul style="list-style-type: none"> <li>[+] Daily Sales</li> <li>[-] Revenue by Unit               <ul style="list-style-type: none"> <li>[-] Standard</li> <li>[-] Comparison</li> <li>[+] Single Unit                   <ul style="list-style-type: none"> <li>[-] by Group</li> <li>[-] Cancellation</li> <li>[-] Average Daily Rate</li> <li>[+] Hourly Units                       <ul style="list-style-type: none"> <li>[-] by Unit</li> <li>[-] by Date</li> </ul> </li> </ul> </li> </ul> </li> <li>[+] Point of Sale</li> <li>[+] Payments</li> <li>[+] Advance Deposits</li> <li>[+] Payables</li> <li>[+] Receivables</li> <li>[+] Gift Certificates</li> <li>[+] Discounts</li> <li>[+] Agents</li> <li>[+] Tracking</li> <li>[+] Sales Tax</li> <li>[+] Summaries</li> <li>[+] Over Due Payments</li> <li>[+] General Ledger</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>[+] Billing</li> <li>[+] Occupancy</li> <li>[+] Miscellaneous</li> <li>[+] Your Reports</li> <li>[+] Booking Engine</li> </ul>

## SPLIT BILLING

RezStream Professional allows you to create multiple folios for one reservation. These split billing folios are necessary in several scenarios, including:

- Sharewith Reservations – Two or more individuals share a room and each individual requests a separate folio.
- Company Billing – An individual is travelling on business and requests a folio for his room charges and another folio for his incidentals.

In this section we will describe the reservation scenario listed above.

### SHAREWITH RESERVATIONS

In a typical sharewith reservation, two or more individuals are sharing a room and each person requests their own folio. In this particular sharewith reservation scenario, two individuals are sharing a room and will equally split all room charges.

Use the following steps to create a new sharewith split billing reservation.

1. From the Reserve by Day (Daily) screen in RezStream Professional, create a new daily reservation. Left-click and drag to highlight the days both guests will be in-house. Press <ENTER> or right-click and choose New Reservation. In the example below, Unit 3 West Wing is reserved for 4 nights (02/02 – 02/06) for a total cost of \$560.16.

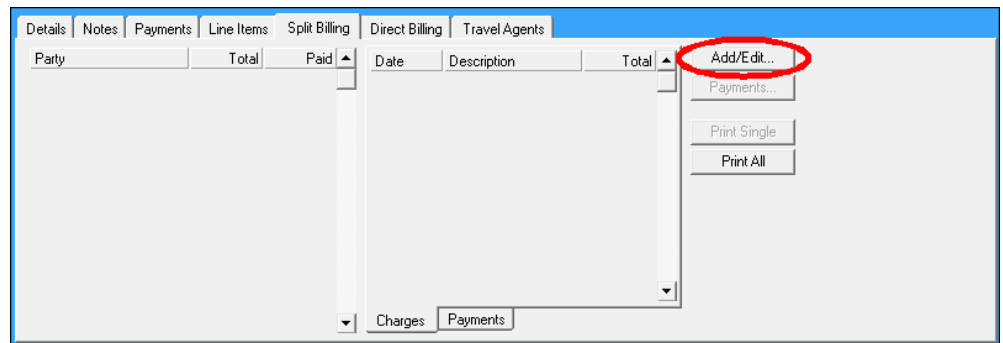
F	e	b		
T 1	W 2	T 3	F 4	S 5
	02/02-02/06 Unit 3 West Wing (4) \$560.16			

2. At the RezStream Professional Name Search (Select Names) screen, choose a name from guest history and click Select or enter the Last/First name of a new guest and click New.

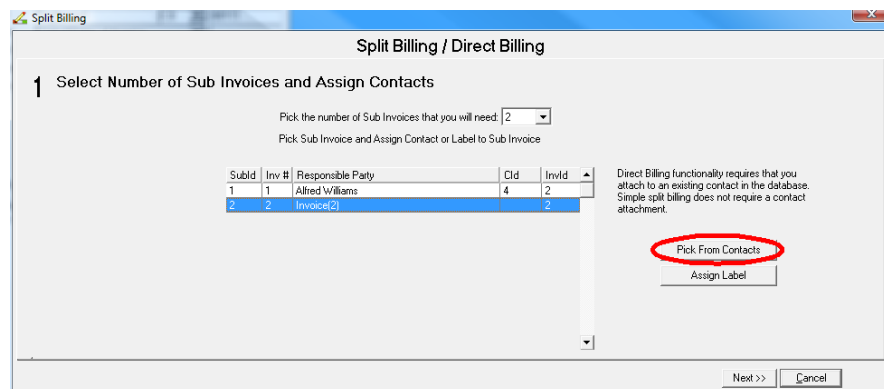
3. Next, the by the Day Reservation Dialog box is displayed. Here, specify the number of people on the first sharewith folio, the Unit Rate, any packages or discounts, and the Reason/Referral codes. Click OK to continue.

4. The Contact Data screen is displayed. Click the Split Billing tab.

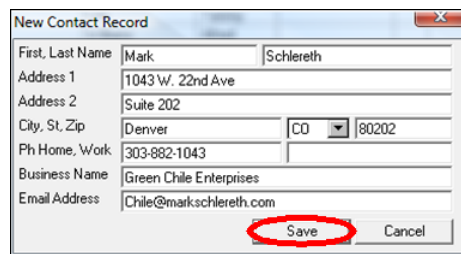
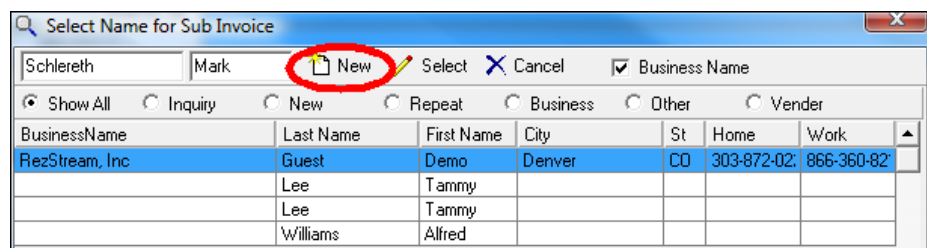
5. To add the sharewith reservation, click the Add/Edit button.



6. Here, the name entered for the original reservation, Alfred Williams in our example, is listed on line 1 under Responsible Party. To add the second person responsible for room charges, click on line two that reads "Invoice(2)" and then click the Pick From Contacts button.



7. Here, either choose a name from guest history and click Select or enter the Last/First name of a new guest and click New. If you are adding a new guest name, fill out the New Contact Record screen when prompted and click Save.





8. The second sharewith name is now listed in the Split Billing window. Click the Next button.

**Split Billing / Direct Billing**

**1 Select Number of Sub Invoices and Assign Contacts**

Pick the number of Sub Invoices that you will need: 2

Pick Sub Invoice and Assign Contact or Label to Sub Invoice

SubId	Inv #	Responsible Party	Cld	Invid
1	1	Alfred Williams	4	2
2	2	Mark Schlereth	5	2

Direct Billing functionality requires that you attach to an existing contact in the database. Simple split billing does not require a contact attachment.

Pick From Contacts  
Assign Label

Next >> Cancel

9. In our example, the two individuals sharing the room will split the charges 50/50. Click the "Split All Items" button and then Next to continue.

**Split Billing / Direct Billing**

**2 Assign Charges to Sub Invoices**

Pick Invoice Item

Sel	Date	Item	Total	Remain
<input checked="" type="checkbox"/>	02/02	Unit 3 West Wing	124.48	0.00
<input checked="" type="checkbox"/>	02/03	Unit 3 West Wing	124.48	0.00
<input checked="" type="checkbox"/>	02/04	Unit 3 West Wing	156.60	0.00

Selected Sub Invoice

Inv #	Responsible Party	Sub	Total
1	Alfred Williams		270.00 280.08
2	Mark Schlereth		270.00 280.08

Items Applied to Selected Sub Invoice

Date	Item	Total
02/02	Unit 3 West Wing	62.24
02/03	Unit 3 West Wing	62.24
02/04	Unit 3 West Wing	77.80
02/05	Unit 3 West Wing	77.80

Split All Items  
Split Tagged to All  
Add Tagged to One  
Add Portion to One  
Remove Item  
Remove All Items

Tag All Untag All + Daily + Pkg + POS

<< Back Next >> Cancel

10. Click Save to file the changes.

**Split Billing / Direct Billing**

**3 Assign Payments to Sub Invoices**

Pick Payment

Sel	Date	Payee	Total	Remain
<input checked="" type="checkbox"/>	02/02	Unit 3 West Wing	124.48	0.00
<input checked="" type="checkbox"/>	02/03	Unit 3 West Wing	124.48	0.00

Selected Sub Invoice

Inv #	Responsible Party	Total	Paid
1	Alfred Williams	280.08	0.00
2	Mark Schlereth	280.08	0.00

Payments Applied to Selected Sub Invoice

Date	Payee	Paid
02/02	Unit 3 West Wing	62.24
02/03	Unit 3 West Wing	62.24
02/04	Unit 3 West Wing	77.80
02/05	Unit 3 West Wing	77.80

Add Tagged to One  
Add Portion to One  
Remove Pay Assignment  
Remove All Assignments  
Add New Payment...

<< Back Save Cancel

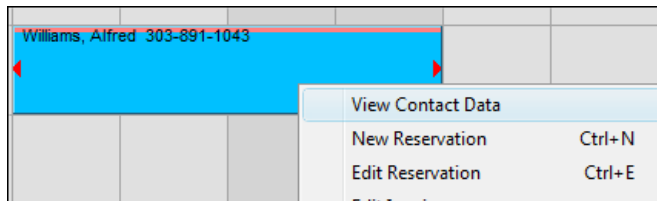
## ASSIGNING CHARGES

Once incidental charges are posted to share with reservations, they can be assigned to a specific invoice using the following steps.

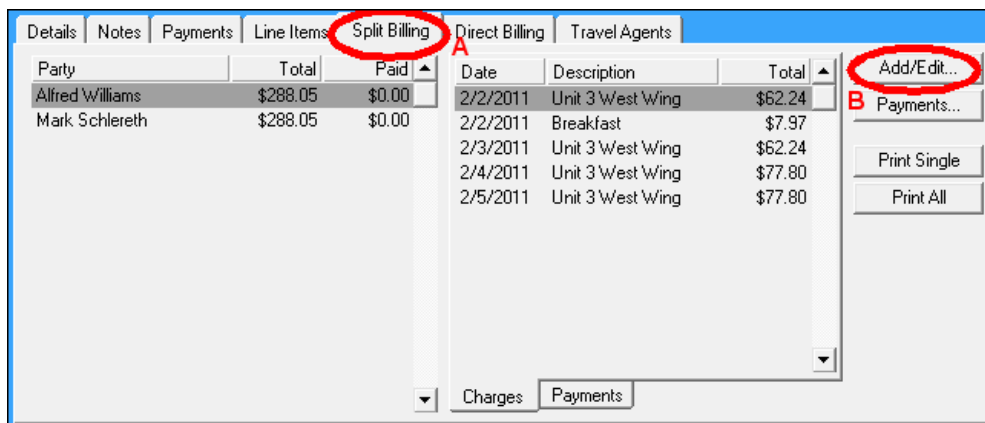


**For information about posting charges to reservations, see the section titled, "Posting Point of Sale Charges" in this manual.**

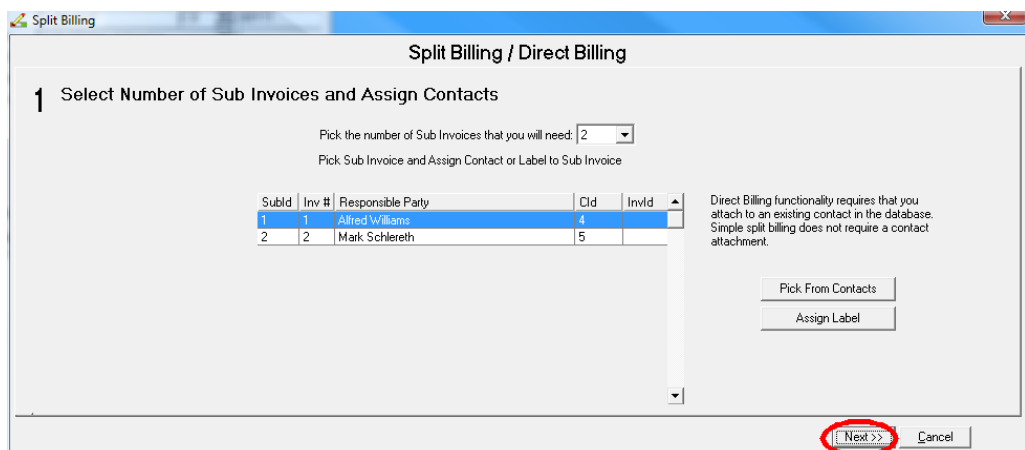
1. From the Daily screen, right-click and choose the option for View Contact Data.



2. Click the Split Billing tab (A) and then the Add/Edit button (B).



3. At the Split Billing screen, click the Next button.



4. Enter a checkmark next to the charge that is being assigned, which is Breakfast in our example. Un-check the other charges that have been checked by default.

**Split Billing / Direct Billing**

**2 Assign Charges to Sub Invoices**

Pick Invoice Item

Sel	Date	Item	Total	Remain
<input checked="" type="checkbox"/>	02/02	Breakfast	15.94	15.94
<input type="checkbox"/>	02/02	Unit 3 West Wing	124.48	124.48
<input type="checkbox"/>	02/03	Unit 3 West Wing	124.48	124.48
<input type="checkbox"/>	02/04	Unit 3 West Wing	155.60	155.60
<input type="checkbox"/>	02/05	Unit 3 West Wing	155.60	155.60

Split All Items  
Split Tagged to All  
Add Tagged to One  
Add Portion to One  
Remove Item  
Remove All Items

Selected Sub Invoice

Inv #	Responsible Party	Sub	Total
1	Alfred Williams	270.00	280.08
2	Mark Schlereth	270.00	280.08

Items Applied to Selected Sub Invoice

Date	Item	Total
02/02	Unit 3 West Wing	62.24
02/03	Unit 3 West Wing	62.24
02/04	Unit 3 West Wing	77.80
02/05	Unit 3 West Wing	77.80

Tag All Untag All + Daily + Pkg + POS

<< Back Next >> Cancel

5. Highlight the individual responsible for the charge, Mark Schlereth in our example (A), and click the Add Tagged to One button (B).

**Split Billing / Direct Billing**

**2 Assign Charges to Sub Invoices**

Pick Invoice Item

Sel	Date	Item	Total	Remain
<input checked="" type="checkbox"/>	02/02	Breakfast	15.94	15.94
<input checked="" type="checkbox"/>	02/02	Unit 3 West Wing	124.48	124.48
<input checked="" type="checkbox"/>	02/03	Unit 3 West Wing	124.48	124.48
<input checked="" type="checkbox"/>	02/04	Unit 3 West Wing	155.60	155.60
<input checked="" type="checkbox"/>	02/05	Unit 3 West Wing	155.60	155.60
<input checked="" type="checkbox"/>	02/14	Breakfast	15.94	15.94

Split All Items  
Split Tagged to All  
Add Tagged to One  
Add Portion to One  
Remove Item  
Remove All Items

Selected Sub Invoice

Inv #	Responsible Party	Sub	Total
1	Alfred Williams	277.50	289.05
2	Mark Schlereth	277.50	288.05

Items Applied to Selected Sub Invoice

Date	Item	Total
02/02	Breakfast	7.97
02/02	Unit 3 West Wing	62.24
02/03	Unit 3 West Wing	62.24
02/04	Unit 3 West Wing	77.80
02/05	Unit 3 West Wing	77.80

Tag All Untag All + Daily + Pkg + POS

<< Back Next >> Cancel

6. The Unassigned Changes screen is displayed, click Yes to continue.

**Unassigned Changes**

Not all charges from all items have been assigned to invoices. Are you sure you want to continue?

Yes No

7. Click Save at the Split Billing/Direct Billing screen.

## ASSIGNING PARTIAL CHARGES

There may be a time when one party in the sharewith reservation will only pay a portion of the total charges. For example, a guest may only be responsible for \$50.00 of the each night's nightly room rate. Use the following steps to partially flag charges to one sharewith reservation.

1. From the Contact Data screen, click the Split Billing tab (A) and then the Add/Edit Button (B).

The screenshot shows the 'Split Billing' tab selected in the top navigation bar. Below the navigation bar, there are two tables. The first table lists parties and their total and paid amounts. The second table lists charges with dates and descriptions. The 'Add/Edit...' button is circled in red and labeled with a red 'B'.

Party	Total	A Paid
Alfred Williams	\$288.05	\$0.00
Mark Schlereth	\$288.05	\$0.00

Date	Description	Total
2/2/2011	Unit 3 West Wing	\$62.24
2/2/2011	Breakfast	\$7.97
2/3/2011	Unit 3 West Wing	\$62.24
2/4/2011	Unit 3 West Wing	\$77.80
2/5/2011	Unit 3 West Wing	\$77.80

2. The Split Billing/Direct Billing window is displayed. Click the Next button.

The screenshot shows the 'Split Billing / Direct Billing' window. It has a title bar and a main content area. The main content area has a section titled '1 Select Number of Sub Invoices and Assign Contacts'. Below this section, there is a dropdown menu for 'Pick the number of Sub Invoices that you will need:' with the value '2' selected. Below that, there is a table for 'Pick Sub Invoice and Assign Contact or Label to Sub Invoice'. The table has columns for 'Subld', 'Inv #', 'Responsible Party', 'Old', and 'Invid'. The first two rows are highlighted in blue. To the right of the table, there is a text box with instructions: 'Direct Billing functionality requires that you attach to an existing contact in the database. Simple split billing does not require a contact attachment.' Below the text box, there are two buttons: 'Pick From Contacts' and 'Assign Label'. At the bottom right of the window, there is a 'Next >>' button circled in red and a 'Cancel' button.

Subld	Inv #	Responsible Party	Old	Invid
1	1	Alfred Williams	4	
2	2	Mark Schlereth	5	

- Enter a checkmark next to the first night's room and tax charge (A) and then select the person, from the Responsible Party list, who is responsible for the partial charge (B). Click the Add Portion to One button (C).

**Split Billing / Direct Billing**

**2 Assign Charges to Sub Invoices**

Pick Invoice Item

Sel	Date	Item	Total	Remain
<input type="checkbox"/>	02/02	Breakfast	15.94	15.94
<input checked="" type="checkbox"/>	02/02	Unit 3 West Wing	124.48	124.48
<input type="checkbox"/>	02/03	Unit 3 West Wing	124.48	124.48
<input type="checkbox"/>	02/04	Unit 3 West Wing	155.60	155.60
<input type="checkbox"/>	02/05	Unit 3 West Wing	155.60	155.60
<input type="checkbox"/>	02/14	Breakfast	15.94	15.94

Selected Sub Invoice

Inv #	Responsible Party	Sub	Total
1	Mark Williams	0.00	0.00
2	Mark Schlereth	0.00	0.00

Items Applied to Selected Sub Invoice

Date	Item	Total
------	------	-------

Buttons: Split All Items, Split Tagged to All, Add Tagged to One, Add Portion to One (C), Remove Item, Remove All Items, Tag All, Untag All, + Daily, + Pkg., + POS, << Back, Next >>, Cancel

- The Amount to Apply window is displayed. Enter the dollar amount of the charge that the selected guest is responsible for and click the OK button.

**Amount to Apply**

Enter an amount not greater than remaining amount.

50.00

Buttons: OK, Cancel

- The charge is applied to the responsible party (A). The same amount is deducted from the total charge (B). Once you have split all applicable charges, click the Next button.

**Split Billing / Direct Billing**

**2 Assign Charges to Sub Invoices**

Pick Invoice Item

Sel	Date	Item	Total	Remain
<input type="checkbox"/>	02/02	Breakfast	15.94	15.94
<input checked="" type="checkbox"/>	02/02	Unit 3 West Wing	124.48	74.48
<input type="checkbox"/>	02/03	Unit 3 West Wing	124.48	124.48
<input type="checkbox"/>	02/04	Unit 3 West Wing	155.60	155.60
<input type="checkbox"/>	02/05	Unit 3 West Wing	155.60	155.60
<input type="checkbox"/>	02/14	Breakfast	15.94	15.94

Selected Sub Invoice

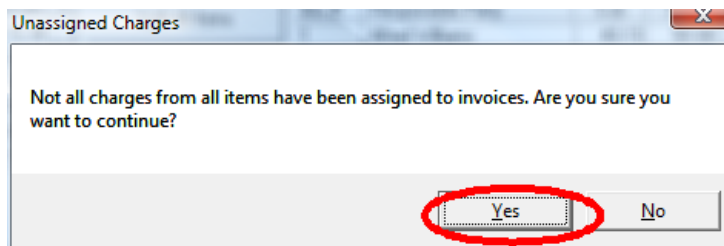
Inv #	Responsible Party	Sub	Total
1	Mark Williams	0.00	0.00
2	Mark Schlereth	48.20	50.00

Items Applied to Selected Sub Invoice

Date	Item	Total
02/02	Unit 3 West Wing	50.00

Buttons: Split All Items, Split Tagged to All, Add Tagged to One, Add Portion to One, Remove Item, Remove All Items, Tag All, Untag All, + Daily, + Pkg., + POS, << Back, Next >> (circled in red), Cancel

6. After clicking the Next button and if there are charges that have not been fully split, the Unassigned Charges dialog box is displayed. Click Yes to continue.

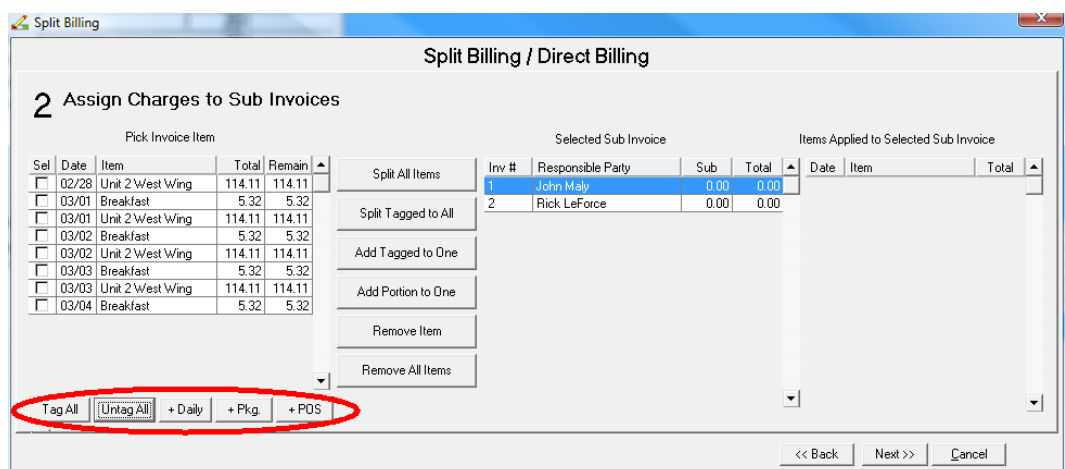


7. Click the Save button at the Split Billing/Direct Billing window.

### ***Assigning Charges using Shortcut Buttons***

The following shortcut buttons can be utilized from the lower left section of the Split Billing/Direct Billing window:

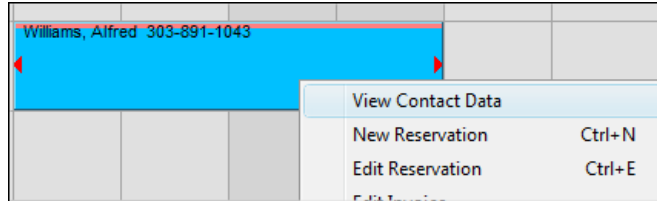
- Tag All – A checkmark is added next to each invoice item.
- Untag All – Checkmarks are removed from all listed invoice items.
- +Daily – A checkmark is added next to each daily charge in a package, for example, a room rate.
- +Pkg. – A checkmark is added next to each package (non-room rate) charge, for example, the breakfast charge in a package.
- +POS – A checkmark is added next to each point of sale item that has been charged to the package, for example, gift shop items.



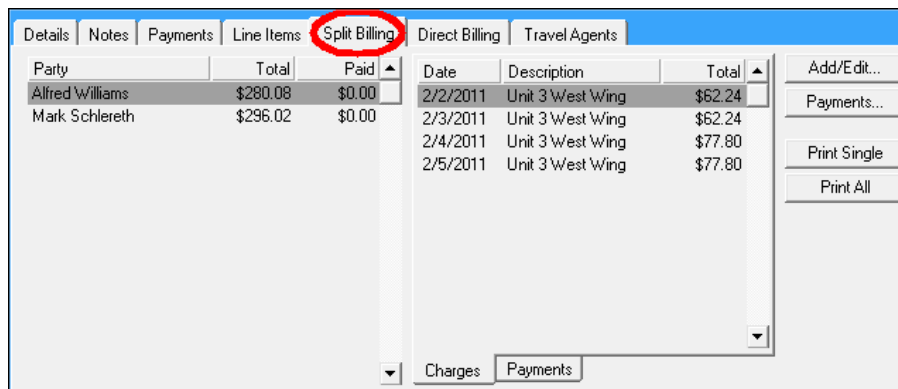
## **PRINTING INVOICES FOR SHAREWITH RESERVATIONS**

Use the following steps to print invoices for sharewith reservations.

1. From the Daily screen, right-click and choose the option for View Contact Data.



2. Click the Split Billing tab.



- To print a single sharewith invoice, highlight the appropriate party (A) and click the Print Single button (B).

Party	Total	Paid
Alfred Williams	\$280.08	\$0.00
Mark Schlereth	\$296.02	\$0.00

Date	Description	Total
2/2/2011	Unit 3 West Wing	\$62.24
2/3/2011	Unit 3 West Wing	\$62.24
2/4/2011	Unit 3 West Wing	\$77.80
2/5/2011	Unit 3 West Wing	\$77.80

- Alternatively, to print invoices for all parties on the reservation, click the Print All button. The invoices are sent directly to the printer.

Party	Total	Paid
Alfred Williams	\$280.08	\$0.00
Mark Schlereth	\$296.02	\$0.00

Date	Description	Total
2/2/2011	Unit 3 West Wing	\$62.24
2/3/2011	Unit 3 West Wing	\$62.24
2/4/2011	Unit 3 West Wing	\$77.80
2/5/2011	Unit 3 West Wing	\$77.80

## **SHAREWITH RESERVATIONS – ADDITIONAL INVOICES**

Use the following steps if more than two individual paying parties are sharing the costs of a room.

- As with making any reservation in RezStream Professional, use the Daily screen to complete the first reservation.
- From the Contact Data screen, click the Split Billing tab.

Payment Data	Confirmation #	MK	Cancellation #
Visa	Adult 2	Child 0	
Swipe Card...	Todlr 0	Infnt 0	
Credit Card Data	Arrive	Depart	
Exp	Letter Standard		
Credit Card Hold	Checked In	Out	
Group Assignment	Batch Print	Flag	
Edit	Vehicle Description		

Invoice Check Box Flags
<input type="checkbox"/> Tax Exempt
<input type="checkbox"/> Attention
<input type="checkbox"/> Custom 2
<input type="checkbox"/> Custom 3
<input type="checkbox"/> Custom 4
<input type="checkbox"/> Custom 5
<input type="checkbox"/> Custom 6

Invoice Referral Source
Referral: Previous Guest

Reason for reservation
Pleasure



- Click the Add/Edit button.

The screenshot shows the 'Split Billing' tab in the RezStream Professional interface. The 'Add/Edit...' button is circled in red. The interface includes tabs for Details, Notes, Payments, Line Items, Split Billing, Direct Billing, and Travel Agents. Below the tabs are sections for Party, Total, Paid, Date, Description, and Total. There are also buttons for Payments..., Print Single, and Print All. At the bottom, there are buttons for Charges and Payments.

- Use the drop-down field at the top of the Split Billing/Direct Billing window to specify the number of Sub Invoices you will need for the required invoices. In our example we are choosing three Sub Invoices.

The screenshot shows the 'Split Billing / Direct Billing' window. The 'Pick the number of Sub Invoices that you will need' drop-down is set to 3 and is circled in red. The window includes a table with columns SubId, Inv #, and Responsible Party. The table contains two rows: 1 | 1 | Adam Foote and 2 | 2 | Invoice(2). There are also buttons for Pick From Contacts, Assign Label, Next >>, and Cancel.

- Lines are added in the Responsible Party table. Highlight the line that reads Invoice #2 (A) and click the Pick from Contacts button (B).

The screenshot shows the 'Split Billing / Direct Billing' window. The 'Pick From Contacts' button is circled in red and labeled B. The line for Invoice #2 is highlighted in blue and labeled A. The window includes a table with columns SubId, Inv #, Responsible Party, Cld, and Invid. The table contains three rows: 1 | 1 | Adam Foote | 10 | 6, 2 | 2 | Invoice(2) | 6 | 6, and 3 | 3 | Invoice(3) | 6 | 6. There are also buttons for Pick From Contacts, Assign Label, Next >>, and Cancel.

6. Choose a name from guest history and click Select or enter a Last/First Name of a new guest and click New. In this example, we are adding a New guest, Joe Sakic.

Select Name for Sub Invoice

☐ Show All ☐ Inquiry ☐ New ☐ Repeat ☐ Business ☐ Other ☐ Vendor

☒ Select ☐ Cancel ☒ Business Name

BusinessName	Last Name	First Name	City	St	Home	Work
English	English	Alex				
RezStream, Inc	Footte	Adam	Denver	CO	303-872-02	866-360-82
	Issel	Dan				
	Jackson	Tom				
	Lee	Tammy				
	Lee	Tammy				
Green Chile Enterprises	Schlereth	Mark	Denver	CO	303-882-10	
	Thompson	David				
Sports Radio 104.3 - The Fan	Williams	Alfred	Englewood	CO	303-891-10	303-104-36

7. Complete the fields in the New Contact Record window and click the Save button.

New Contact Record

First, Last Name: Joe Sakic

Address 1: 2212 W. 1st Ave.

Address 2:

City, St, Zip: Denver CO 80202

Ph Home, Work: 303-889-7878

Business Name: Colorado Avalanche

Email Address: joe@avalanche.com

Save Cancel

8. Highlight the line that reads Invoice #3 (A) and click the Pick from Contacts button (B).

Split Billing / Direct Billing

1 Select Number of Sub Invoices and Assign Contacts

Pick the number of Sub Invoices that you will need: 3

Pick Sub Invoice and Assign Contact or Label to Sub Invoice

SubId	Inv #	Responsible Party	CId	Invid
1	1	Adam Foote	10	6
2	2	Joe Sakic	11	6
3	3	Invoice(3)		

Direct Billing functionality requires that you attach to an existing contact in the database. Simple split billing does not require a contact attachment.

Pick From Contacts B

Assign Label

Next >> Cancel

9. Choose a name from guest history and click Select or enter a Last/First Name of a new guest and click New. Again, in this example, we are adding a new guest name, Patrick Roy.

BusinessName	Last Name	First Name	City	St	Home	Work
	English	Alex				
	Footo	Adam				
RezStream, Inc	Guest	Demo	Denver	CO	303-872-02	866-360-82
	Issel	Dan				
	Jackson	Tom				
	Lee	Tammy				
	Lee	Tammy				
Colorado Avalanche	Sakic	Joe	Denver	CO	303-889-78	
Green Chile Enterprises	Schlereth	Mark	Denver	CO	303-882-10	
	Thompson	David				
Sports Radio 104.3 - The Fam	Williams	Alfred	Englewood	CO	303-891-10	303-104-36

10. Complete the fields in the New Contact Record window and click the Save button. The three sharewith invoices are now listed in the Split Billing/Direct Billing window. Click Next.

**Split Billing / Direct Billing**

1 Select Number of Sub Invoices and Assign Contacts

Pick the number of Sub Invoices that you will need: 3

Pick Sub Invoice and Assign Contact or Label to Sub Invoice

SubId	Inv #	Responsible Party	Old	Invid
1	1	Adam Footo	10	6
2	2	Joe Sakic	11	6
3	3	Patrick Roy	12	6

Direct Billing functionality requires that you attach to an existing contact in the database. Simple split billing does not require a contact attachment.

Pick From Contacts  
Assign Label

Next >> Cancel

11. Specify how charges will be split between the sharewith reservations. In our example, all three parties are going to equally split the room charges. Click Split All Items button. Click Next to continue.

**Split Billing / Direct Billing**

**2 Assign Charges to Sub Invoices**

Pick Invoice Item

Set	Date	Item	Total	Remain
F	02/03	Unit 4 West Wing	124.48	0.00
F	02/04	Unit 4 West Wing	155.60	0.00
F	02/05	Unit 4 West Wing	155.60	0.00

Selected Sub Invoice

Inv #	Responsible Party	Sub	Total
1	Adam Fosse		145.23
2	Joe Sakic		145.23
3	Patrick Roy		145.23

Items Applied to Selected Sub Invoice

Date	Item	Total
02/03	Unit 4 West Wing	41.50
02/04	Unit 4 West Wing	51.86
02/05	Unit 4 West Wing	51.86

Buttons: Tag All, Untag All, + Daily, + Pkg, + POS

Buttons: Split All Items, Split Tagged to All, Add Tagged to One, Add Portion to One, Remove Item, Remove All Items

Navigation: << Back, **Next >>**, Cancel

12. Click the Save button.

**Split Billing / Direct Billing**

**3 Assign Payments to Sub Invoices**

Pick Payment

Set	Date	Payee	Total	Remain
-----	------	-------	-------	--------

Selected Sub Invoice

Inv #	Responsible Party	Total	Paid
1	Adam Fosse	145.23	0.00
2	Joe Sakic	145.23	0.00
3	Patrick Roy	145.23	0.00

Payments Applied to Selected Sub Invoice

Date	Payee	Paid
------	-------	------

Buttons: Add Tagged to One, Add Portion to One, Remove Pay Assignment, Remove All Assignments, Add New Payment...

Navigation: << Back, **Save**, Cancel

## GROUP RESERVATIONS

In RezStream Professional, there are many scenarios that fall under the “Group Reservation” heading. We will use these four scenarios as our examples.

- A group of friends that have never stayed at the property are in town for a golf outing where each reservation is paid individually.
- A softball team returns to a property every year to participate in a local tournament and each reservation is paid individually.
- A youth soccer team has a designated group leader who is paying all charges.
- A family reserves two rooms where the parents are staying in one room and the teenage children in another.

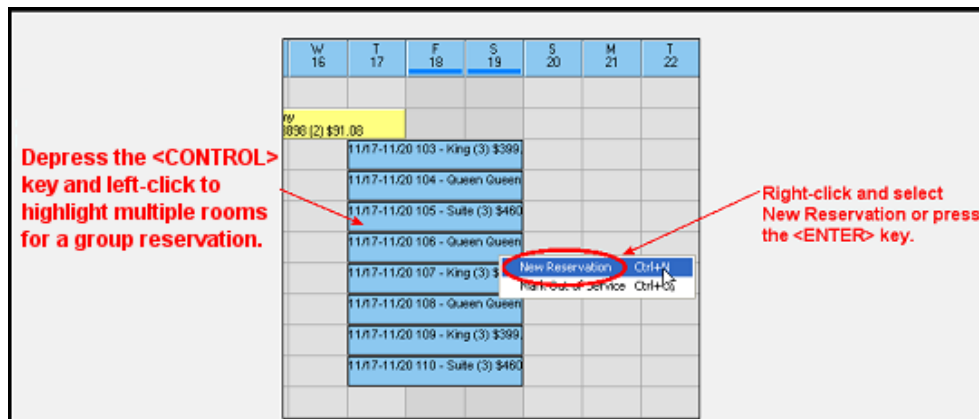
In addition to describing these group reservation scenarios, this section covers:

- Adding members to a group
- Removing members from a group
- Canceling group reservations
- Changing group arrival/departure dates
- Canceling reservations and issuing refunds

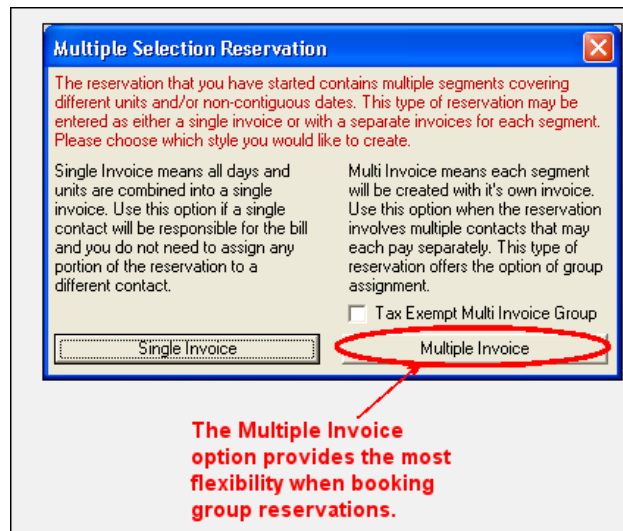
### GROUP RESERVATIONS – INDIVIDUAL PAYS – NEW CONTACT

To illustrate the first group reservation scenario, assume a group of eight friends is in town on a golf outing and each person will be paying for their charges individually.

1. From the Daily screen, press the <CONTROL> key while clicking and dragging to highlight the group's arrival date through the last night of the reservation for all eight rooms. Click the right mouse button and select “New Reservation” or press the <ENTER> key.

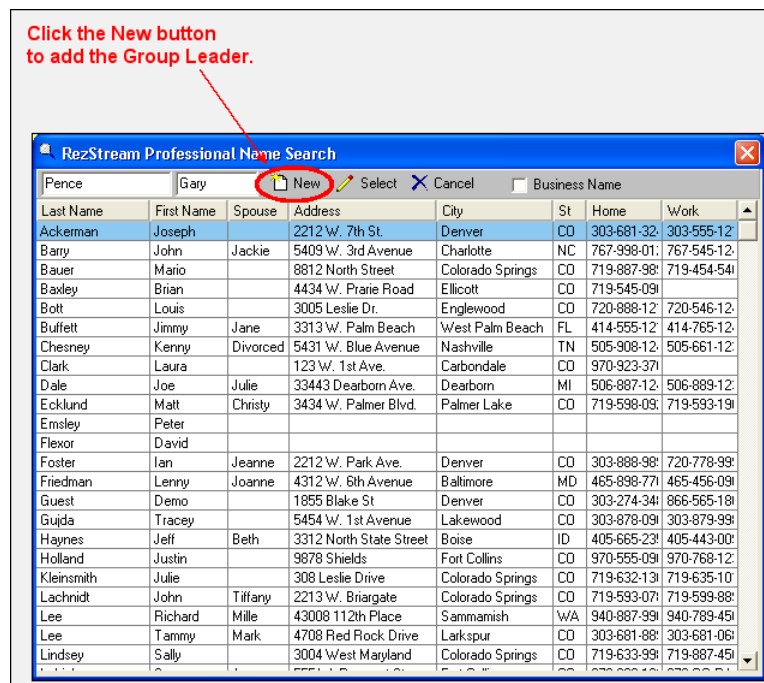


- When more than one room at a time is booked from the Daily screen, the Multiple Selection Reservation window is displayed. In this example, where individuals are paying their own charges, click the Multiple Invoice button.

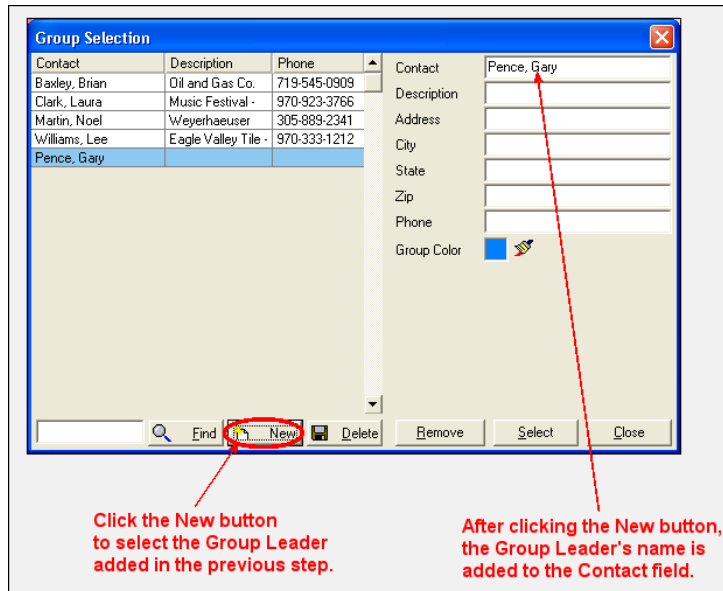


***If the group reservation is not subject to taxes, click the Tax Exempt Multi Invoice Group checkbox.***

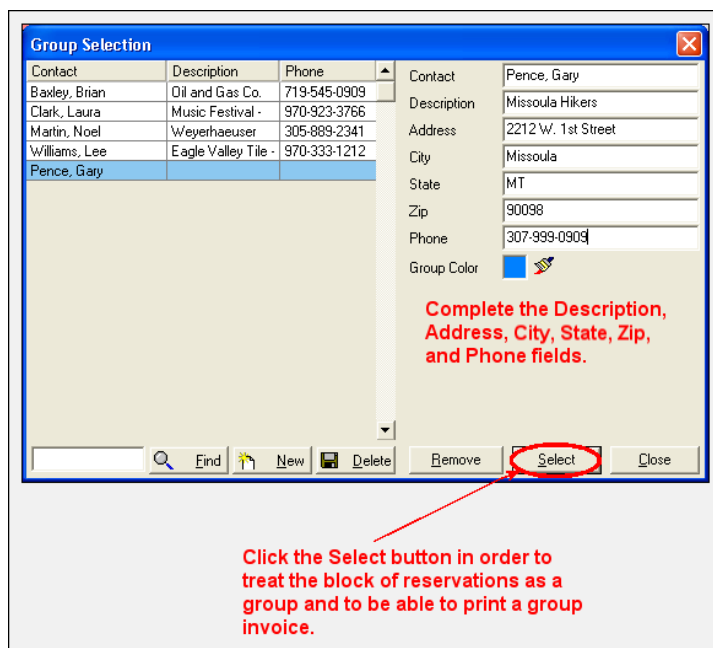
- At the RezStream Professional Name Search window, enter the name of the group leader (Gary Pence) and click the New button. Even if all eight parties are paying for their charges individually, a group leader is still designated at this stage of the reservation.



4. After clicking the New button, the Group Selection window is displayed. Click the New button on the Group Selection window. The group leader's name (Gary Pence) is added to the list of contacts on the left and is automatically entered as the contact on the right.

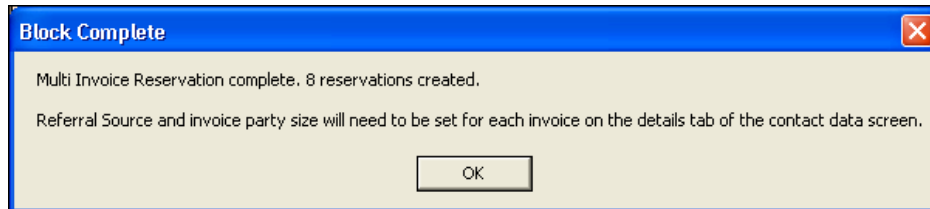


5. Complete the description and address fields on the right-hand side of the Group Selection screen. The description field is used to enter what will be referred to as the group name (Missoula Hikers in this example).



**A group color can be assigned by clicking the paintbrush button. After clicking the paintbrush button, the Color window is displayed. Here, left-click the desired color square. The color assigned in this step is displayed as a group color bar on the Daily screen reservation.**

6. After completing the Group Selection window, click the Select button (circled above). Clicking the Select button ties the block of reservations into a group on the Daily screen. Clicking the Select button also allows you to print a group invoice.
7. The following message is displayed, alerting you that the reservations have been booked successfully.



***The message alerts you that the reservations have been created. The message also notifies you that you must edit each reservation individually in order to change the number of people on the reservation or to change an individual reservation's referral source.***

8. Click the OK button. The Contact Data screen for the group leader (Gary Pence) is displayed. Enter guest and reservation specific contact information.

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
109	11/12/2005	11/17/2005	11/19/2005	110	3	\$460.25	\$460.25	109
108	11/12/2005	11/17/2005	11/19/2005	109	3	\$399.24	\$0.00	108
107	11/12/2005	11/17/2005	11/19/2005	108	3	\$360.44	\$0.00	107
106	11/12/2005	11/17/2005	11/19/2005	107	3	\$399.24	\$180.00	106
105	11/12/2005	11/17/2005	11/19/2005	106	3	\$360.44	\$162.50	105
104	11/12/2005	11/17/2005	11/19/2005	105	3	\$460.25	\$460.25	104
103	11/12/2005	11/17/2005	11/19/2005	104	3	\$360.44	\$162.50	103
102	11/12/2005	11/17/2005	11/19/2005	103	3	\$399.24	\$0.00	102



9. Click the Reserve Day F2 icon on the left-hand main toolbar to display the Daily screen. The reservations booked under the group contact's name are displayed on the Daily screen.

T 17	F 18	S 19
.08		
Pence, Gary 307-999-0909 (2) \$399.24		
Pence, Gary 307-999-0909 (2) \$360.44		
Pence, Gary 307-999-0909 (2) \$460.25		
Pence, Gary 307-999-0909 (2) \$360.44		
Pence, Gary 307-999-0909 (2) \$399.24		
Pence, Gary 307-999-0909 (2) \$360.44		
Pence, Gary 307-999-0909 (2) \$399.24		
Pence, Gary 307-999-0909 (2) \$399.24		
Pence, Gary 307-999-0909 (2) \$460.25		



**After making a group reservation, the rooms included in the group are easily identified on the Daily screen by a highlight bar. The highlight bar is displayed on each reservation that is a part of the group. In the example above, the highlight bar is shaded blue.**

10. To edit an individual reservation in order to update the number of people or referral source, highlight the reservation, right-click and select View Contact Data.

Pence, Gary 307-999-0909 (2) \$399.24				
Pence, Gary 307-999-0909 (2) \$360.44				
Pence, Gary 307-999-0909 (2) \$460.25				
Pence, Gary 307-999-0909 (2) \$360.44				
Pence, Gary 307-999-0909				
Pence, Gary 307-999-0909 (2) \$360.44				
Pence, Gary 307-999-0909 (2) \$399.24				
Pence, Gary 307-999-0909 (2) \$460.25				
\$399.05				

View Contact Data	
New Reservation	Ctrl+N
Edit Reservation	Ctrl+E
Edit Invoice	
Move Reservation	
Reassign to Contact...	
Delete Reservation	Ctrl+D
Color Flag	
Check In/Out	Ctrl+K
Record Transaction	Ctrl+T
Force Recalculation	
Print Letter	
Print Invoice	
Print Registration	

The Contact Data screen is displayed. Update the number of people on the individual reservation from the Guest Info. tab.

**Contact Invoice History 15/40**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
109	11/12/2005	11/17/2005	11/19/2005	110	3	\$460.25	\$460.25	109
108	11/12/2005	11/17/2005	11/19/2005	109	3	\$399.24	\$0.00	108
107	11/12/2005	11/17/2005	11/19/2005	108	3	\$360.44	\$0.00	107
106	11/12/2005	11/17/2005	11/19/2005	107	3	\$399.24	\$180.00	106
105	11/12/2005	11/17/2005	11/19/2005	106	3	\$360.44	\$162.50	105
104	11/12/2005	11/17/2005	11/19/2005	105	3	\$460.25	\$460.25	104
103	11/12/2005	11/17/2005	11/19/2005	104	3	\$360.44	\$162.50	103
102	11/12/2005	11/17/2005	11/19/2005	103	3	\$399.24	\$0.00	102

**Guest Info** | Invoice Notes | Private Notes | Travel Agent | Custom Notes | Payments

Confirmation # 578  
Cancellation #

Payment Data: Visa  
Swipe Card...  
Credit Card Data  
Exp: /  
Credit Card Hold

Adult: 1 Child: 0  
Pets: 0 Cars: 0

Arrive: /  
Depart: /  
Letter: Standard  
Checked In: / Out: /  
Batch Print: / Flag: /

Invoice Check Box Flags:  
☐ Tax Exempt  
☐ Attention  
☐ Custom 2  
☐ Custom 3  
☐ Custom 4  
☐ Custom 5  
☐ Custom 6

The Invoice Referral Source is changed from the Custom Notes tab.

**Contact Invoice History 8/24**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
623	11/13/2006	11/17/2006	11/19/2006	103	3	\$454.69	\$0.00	623

**Guest Info** | Invoice Notes | Private Notes | Travel Agent | **Custom Notes** | Payments

Vehicle Description: / License #: /  
 # of Golfers: /  
 Tee Time #1: /  
 Tee Time #2: /  
 Tee Time #3: /  
 Tee Time #4: /

Invoice Referral Source: None  
 Reason for reservation: None

Starts: Fri, Nov 17, 2006  
 Adults: 2  
 Children: 0  
 Checked In: /  
 Checked Out: /

Departs: Mon, Nov 20, 2006  
 Daily Reservation Total: \$410.00  
 Hourly Reservation Total: \$0.00  
 Point of Sale Charges: \$0.00  
 Tax: \$44.69

Length: 3  
 Start Unit: 103  
 Charges: \$454.69  
 Paid: \$0.00  
 Due: \$454.69

11. From the Daily screen, click on an individual room reservation, right-click and use the Reassign to Contact option to change the name on a specific reservation from the group of eight rooms.
12. From the Daily screen, click any reservation assigned to the group, right-click and use the Record Transaction option to post a payment to a specific reservation from the group of eight rooms.



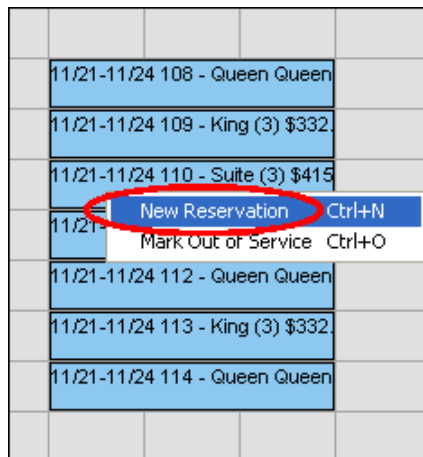
**Access payment history for a specific reservation by clicking the Payment tab on the lower right-hand side of the Contact Data screen.**

## **GROUP RESERVATIONS - INDIVIDUAL PAYS - RETURNING CONTACT**

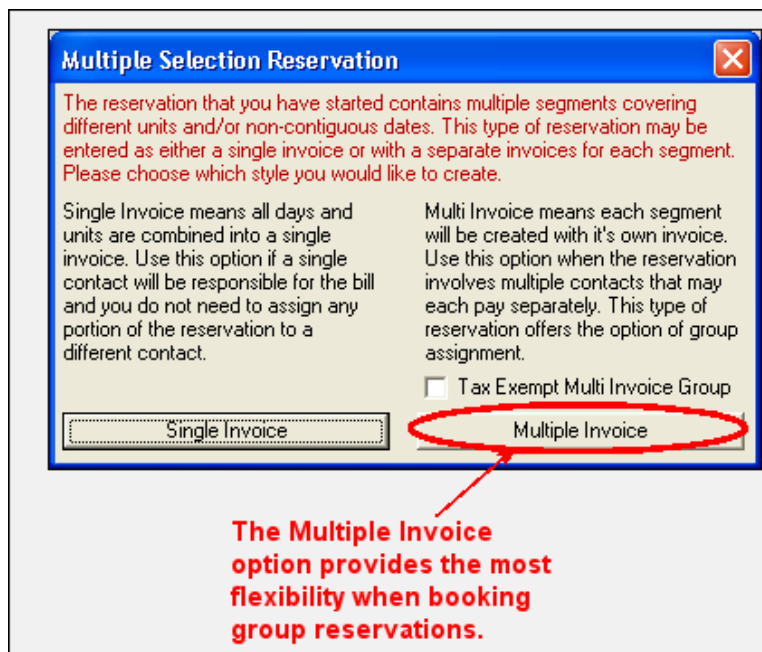
In this group reservation scenario, a softball team returns to the property every year to compete in a local tournament. The team captain, Lee Williams, always organizes the trip and is designated the group leader (contact) for the reservation.

Use the following steps to book this reservation.

1. From the Daily screen, press the <CONTROL> key while clicking and dragging to highlight the softball team's arrival date through the last night of the reservation for all seven rooms. Click the right mouse button and select "New Reservation" or press the <ENTER> key.



2. When more than one room at a time is booked from the Daily screen, the Multiple Selection Reservation window is displayed. In this example, where individuals are paying their own charges, click the Multiple Invoice button.



- Highlight Lee Williams in the RezStream Professional Name Search window guest history list and click the Select button.

Last Name	First Name	Spouse	Address	City	St	Home	Work
Lee	Tammy	Mark	4708 Red Rock Drive	Larkspur	CO	303-681-88	303-681-06
Lindsey	Sally		3004 West Maryland	Colorado Springs	CO	719-633-99	719-887-45
Lubick	Sonny	Anne	555 W. Prospect St.	Fort Collins	CO	970-888-12	970-60-RA
Martin	Noel		3314 West TJ Way	Boise	ID	305-889-98	305-665-99
Martin	Noel		4434 W. 8th Avenue	Boise	ID	305-889-23	
McNamara	Brenden	Laura	2212 Belaire Ave.	Denver	CO	303-767-89	303-888-98
Mitchell	Bill		3800 Gilpin	Denver	CO	303-941-36	303-681-77
Murphy	Todd						
Nelson	Eric		3030 W. 3rd Ave.	Longmont	CO	303-238-09	303-323-00
Nicks	Julie	Lance	407 Libra	Colorado Springs	CO	719-338-82	719-477-19
O'Leary	David		31234 W. 8th Avenue	Nashville	TN	607-233-12	607-312-12
Pence	Gary		2212 W. 1st Street	Missoula	MT	307-999-09	
Plummer	Jake		3030 W. Broncos Way	Denver	CO	303-444-34	303-334-16
Pryce	Trevor	Juanita	3343 W. Heavenly	Centennial	CO	303-777-09	303-787-00
Rice	Brian	Karen	3343 North 8th Avenue	Monument	CO	719-488-09	719-443-12
Simms	Mindy		6656 North Front Street	Castle Rock	CO	303-998-78	303-445-77
Snider	Todd		2212 Charleston Road	Charleston	SC	607-332-09	607-443-12
Spence	Brian	Judy	3313 W. Manchester	Brampton	ON	409-887-09	409-888-34
Strait	George	Mary	2212 W. 5th Avenue	Houston	TX	787-909-88	787-333-12
Turner	Tim	Tina	3343 North 1st Ave	Syracuse	NY	555-999-09	555-888-23
Walker	Larry	Joanne	2123 Friar Court	St. Louis	MO	304-555-09	304-667-99
Ward	George	Suzanne	3030 Wildcat Reserve	Highlands Ranch	CO	303-878-44	720-472-28
Williams	Lee	Carol	3312 W. Highway 6	Edwards	CO	970-333-12	

- The Group Selection window is displayed. By default, the first name in the list is highlighted.
- Because he has stayed at the property in the past, Lee Williams displays further down in the alphabetically sorted Group Selection window. However, re-using the existing group leader record will cause old invoices to be attached to the new group. Instead of selecting and re-using the existing group leader record, click the New button and create a new record.

Contact	Description	Phone
Baxley, Brian	Oil and Gas Co.	719-545-0909
Clark, Laura	Music Festival -	970-923-3766
Martin, Noel	Weyerhaeuser	305-889-2341
Pence, Gary	Missoula Hikers	307-999-0909
Williams, Lee	Eagle Valley Tile -	970-333-1212
Williams, Lee		970-333-1212

Contact: Williams, Lee  
 Description:   
 Address: 3312 W. Highway 6  
 City: Edwards  
 State: CO  
 Zip: 81620  
 Phone: 970-333-1212  
 Group Color:

Find New Delete Remove Select Close

6. A second group leader record is created for Lee Williams. In addition, Lee's name is added as the contact and his stored address information is automatically transferred to the right-hand side of the Group Selection window.
7. Enter a name for the group. In this example, Lee's team name, Eagle Valley Tile, is entered, along with the current year – 2006. Click the Select button.

Contact	Description	Phone
Elway, John	Elway	303-777-7777
Foster, Ian		303-888-9898
Hurley, Ron	Soccer Club of	303/681-3441
Hurley, Ron		303/681-3441
Martin, Kenyon	Hoopsters	
Martin, Noel	Weyerhaeuser	305-889-2341
McNamara, Brenden	Health Care	303-767-8989
Nicks, Julie	Stewart Title	719-338-8251
Pence, Gary	Missoula Hikers	307-999-0909
Plummer, Jake	Quarterbacks	303-444-1234
Plummer, Jake	Quarterback Club	303-444-3434
Reeves, Dan	Houston Texans	505-555-1212
Simms, Mindy	Outward Bound	303-998-7878
Simms, Mindy	Denver Nuggets	303-998-7878
Werner, Judy	Judy's Goup	360-675-2288
Williams, Lee	Eagle Valley Tile -	970-333-1212
Williams, Lee	Eagle Valley Tile -	970-333-1212
Williams, Lee	Eagle Valley Tile -	970-333-1212

Contact: Williams, Lee  
 Description: Eagle Valley Tile - 2006  
 Address: 3312 W. Highway 6  
 City: Edwards  
 State: CO  
 Zip: 81620  
 Phone: 970-333-1212  
 Group Color:

Find New Delete Remove **Select** Close

8. The Block Complete window is displayed. Click OK to continue.

**Block Complete**

Multi Invoice Reservation complete. 7 reservations created.

Referral Source and invoice party size will need to be set for each invoice on the details tab of the contact data screen.

OK

9. The Contact Data screen for the group leader (Lee Williams) is displayed. The Contact Log tab can be used to track guest correspondence. For example, when a confirmation email is sent to Mr. Williams to confirm his group reservation, the email can be added to the contact log using the following steps.

- a. Click the Contact Log tab on the Contact Data screen.

**Contact Invoice History 32/98**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
637	11/13/2006	11/21/2006	11/23/2006	114	3	\$316.08	\$0.00	637
636	11/13/2006	11/21/2006	11/23/2006	113	3	\$499.05	\$0.00	636
635	11/13/2006	11/21/2006	11/23/2006	112	3	\$316.08	\$0.00	635
634	11/13/2006	11/21/2006	11/23/2006	111	3	\$499.05	\$0.00	634
633	11/13/2006	11/21/2006	11/23/2006	110	3	\$415.69	\$0.00	633
632	11/13/2006	11/21/2006	11/23/2006	109	3	\$499.05	\$0.00	632
631	11/13/2006	11/21/2006	11/23/2006	108	3	\$316.08	\$0.00	631
344	1/17/2006	1/20/2006	1/23/2006	111	4	\$510.14	\$0.00	344
316	1/11/2006	1/10/2006	1/9/2006	MTG1	0	\$388.15	\$0.00	316
312	1/11/2006	1/14/2006	1/13/2006	BIKE1	0	\$37.04	\$0.00	312

Starts: Tue, Nov 21, 2006    Departs: Fri, Nov 24, 2006    Length: 3    Start Unit: 114

Adult 2    Pets 0    Daily Reservation Total: \$205.00    Charges: \$316.08  
 Child 0    Cars 0    Hourly Reservation Total: \$0.00    Paid: \$0.00  
 Checked In:    Point of Sale Charges: \$0.00    Due: \$316.08  
 Checked Out:    Tax: \$31.08    Last Change: 11/13/2006

- b. Select the Email radio button and click Add.

- c. Complete the Add Contact Record window and enter a description (confirmation email) and any notes. Click the Save button.

**Add Contact Record**

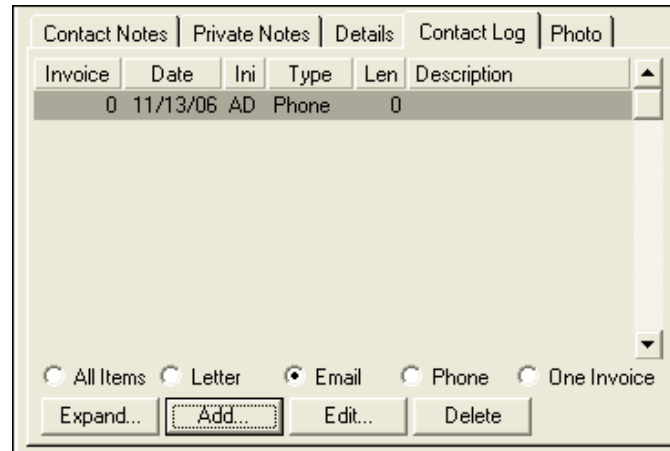
Invoice: None    Date: 11/13/2006    Length: 0    Type: Phone    Logged by: AD    File Name: \_\_\_\_\_

Description: \_\_\_\_\_    Priority: None

Notes: Confirmation email sent to Mr. Williams (lee@eaglevalleytile.com) on November 13, 2006.

Save    Cancel

- d. A new line is added to the Contact Data log.



***RezStream Professional can be configured to automatically save guest correspondence to the contact log by clicking Tools > Configure > Functionality and setting the “Default action after print letter or email” field to “Auto Save.”***



***Guest correspondence can be deleted from the contact log by highlighting the item and clicking the Delete button.***

10. Click the Reserve Day F2 icon on the left-hand main toolbar to display the Daily screen. The reservations booked under the group contact's name are displayed on the Daily screen with the identifying blue bar at the bottom of each of the seven rooms booked for Eagle Valley Tile.

Williams, Lee	970-333-1212 (2)	\$316.08
Williams, Lee	970-333-1212 (2)	\$332.70
Williams, Lee	970-333-1212 (2)	\$415.89
Williams, Lee	970-333-1212 (2)	\$332.70
Williams, Lee	970-333-1212 (2)	\$316.08
Williams, Lee	970-333-1212 (2)	\$332.70
Williams, Lee	970-333-1212 (2)	\$316.08

11. From the Daily screen, click on an individual reservation, right-click and use the Reassign to Contact option to change the name on a specific reservation from the group of seven rooms.
12. From the Daily screen, click any reservation assigned to the group, right-click and use the Record Transaction option to post a payment to a specific reservation from the group of seven rooms.

## GROUP RESERVATIONS – GROUP PAYS ALL CHARGES

For the third group reservation scenario, assume a youth soccer team has reserved five rooms and the group leader is paying for all charges. Use the following steps to make this group reservation.

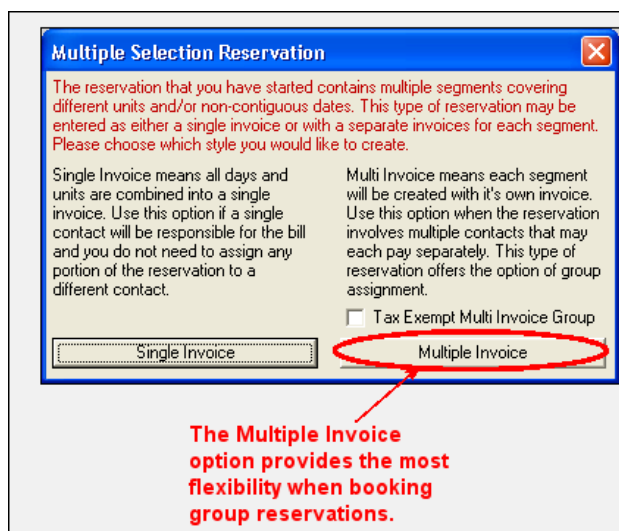
1. From the Daily screen, press the <CONTROL> key while clicking and dragging to highlight the youth soccer team's arrival date through the last night of the reservation for all five rooms. Click the right mouse button and select "New Reservation" or press the <ENTER> key.

11/14-11/17 114 - Queen Queen				
11/14-11/17 118 - Queen G	New Reservation	Ctrl+N		
	Mark Out of Service	Ctrl+O		
11/14-11/17 122 - Queen Queen				
11/14-11/17 103 - King (3) \$332	Pence, Gary			
	307-999-0909 (2) \$399.24			
11/14-11/17 107 - King (3) \$332	Pence, Gary			
	307-999-0909 (2) \$399.24			

2. When more than one room at a time is booked from the Daily screen, the Multiple Selection Reservation window is displayed. In this example, where the group leader is paying for all charges, still click the Multiple Invoice button.



***The Multiple Invoice option allows the greatest flexibility for group reservations. With the Multiple Invoice option, individual contacts can be added to each reservation and a single room can be canceled without canceling the entire group.***



***The Single Invoice option is then used for split reservations (one party occupies two different rooms during a stay) or family reservations where few cancellations occur.***



- At the RezStream Professional Name Search window, enter the name of the group leader (Ron Hurley) and click the New button.

Last Name	First Name	Spouse	Address	City	St	Home	Work
Ackerman	Joseph		2212 W. 7th St.	Denver	CO	303-681-32	303-555-12
Barry	John	Jackie	5409 W. 3rd Avenue	Charlotte	NC	767-998-01	767-545-12
Bauer	Mario		8812 North Street	Colorado Springs	CO	719-887-98	719-454-54
Baxley	Brian		4434 W. Prairie Road	Ellicott	CO	719-545-09	
Bott	Louis		3005 Leslie Dr.	Englewood	CO	720-888-12	720-546-12
Buffett	Jimmy	Jane	3313 W. Palm Beach	West Palm Beach	FL	414-555-12	414-765-12
Chesney	Kenny	Divorced	5431 W. Blue Avenue	Nashville	TN	505-908-12	505-661-12
Clark	Laura		123 W. 1st Ave.	Carbondale	CO	970-923-37	
Dale	Joe	Julie	33443 Dearborn Ave.	Dearborn	MI	506-887-12	506-889-12
Ecklund	Matt	Christy	3434 W. Palmer Blvd.	Palmer Lake	CO	719-598-09	719-593-19
Emsley	Peter						
Flexor	David						
Foster	Ian	Jeanne	2212 W. Park Ave.	Denver	CO	303-888-98	720-778-99
Friedman	Lenny	Joanne	4312 W. 6th Avenue	Baltimore	MD	465-898-77	465-456-09
Guest	Demo		1855 Blake St	Denver	CO	303-274-34	866-565-18
Gujda	Tracey		5454 W. 1st Avenue	Lakewood	CO	303-878-09	303-879-99
Haynes	Jeff	Beth	3312 North State Street	Boise	ID	405-665-23	405-443-00
Holland	Justin		9878 Shields	Fort Collins	CO	970-555-09	970-768-12
Kleinsmith	Julie		308 Leslie Drive	Colorado Springs	CO	719-632-13	719-635-10
Lachnidt	John	Tiffany	2213 W. Briargate	Colorado Springs	CO	719-593-07	719-599-88
Lee	Richard	Mille	43008 112th Place	Sammamish	WA	940-887-99	940-789-45
Lee	Tammy	Mark	4708 Red Rock Drive	Larkspur	CO	303-681-88	303-681-06
Lindsey	Sally		3004 West Maryland	Colorado Springs	CO	719-633-99	719-887-45

- The Group Selection window is displayed. Click the New button. The name of the group leader, entered in the previous step, is automatically inserted in the contact field.

Contact	Description	Phone
Baxley, Brian	Oil and Gas Co.	719-545-0909
Clark, Laura	Music Festival -	970-923-3766
Martin, Noel	Weyerhaeuser	305-889-2341
Pence, Gary	Missoula Hikers	307-999-0909
Williams, Lee	Eagle Valley Tile -	970-333-1212
Williams, Lee	Eagle Valley Tile -	970-333-1212
Hurley, Ron		

5. Complete the description, address, city, state, zip, and phone fields. A color can be assigned to the group by clicking the paintbrush button. After clicking the paintbrush button, the Color window is displayed. Here, left-click the desired color square. The group color assigned in this step is displayed on the block of rooms reserved in the group reservation on the Daily screen. Click the Select button to continue.

Contact	Description	Phone
Baxley, Brian	Oil and Gas Co.	719-545-0909
Clark, Laura	Music Festival -	970-923-3766
Martin, Noel	Weyerhaeuser	305-889-2341
Pence, Gary	Missoula Hikers	307-999-0909
Williams, Lee	Eagle Valley Tile -	970-333-1212
Williams, Lee	Eagle Valley Tile -	970-333-1212
Hurley, Ron		

Contact	Hurley, Ron
Description	Soccer Club of Larkspur
Address	4908 Red Rock Drive
City	Larkspur
State	CO
Zip	80118
Phone	303/681-3441
Group Color	

Buttons: Find, New, Delete, Remove, **Select**, Close



***You must click the Select button in order to tie the block of rooms together on the Daily screen and take advantage of RezStream Professional group functions, including printing a group invoice.***

6. The following message is displayed confirming five rooms have been booked for the group. Click OK to continue.

**Block Complete**

Multi Invoice Reservation complete. 5 reservations created.

Referral Source and invoice party size will need to be set for each invoice on the details tab of the contact data screen.

OK

7. The Contact Data screen is displayed. Complete address, phone number, and contact fields for the group leader.

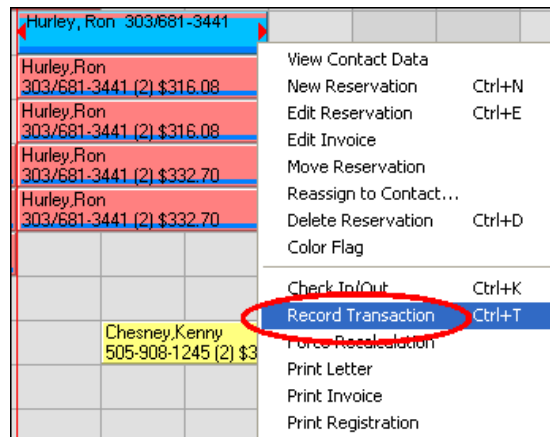
8. Click the Reserve Day F2 icon on the main left-hand toolbar. The group reservation is displayed in red (default color for reservations without payment) along with the blue group color band identifying all five rooms of the Hurley reservation.

Hurley, Ron	303/681-3441 (2) \$316.08
Hurley, Ron	303/681-3441 (2) \$316.08
Hurley, Ron	303/681-3441 (2) \$316.08
Hurley, Ron	303/681-3441 (2) \$332.70
Hurley, Ron	303/681-3441 (2) \$332.70

## Recording Group Payments

Using the soccer team example in the third group reservation scenario, use the following steps to record a payment from a group leader that will cover the charges for an entire group.

1. Highlight the group leader reservation, right-click, and select the option for "Record Transaction."



2. Select the Group radio button. Each group member invoice is displayed in the "Pick Invoice and then Apply Payment to" list.

The screenshot shows the 'Payment Information' window. The 'Date' is 11/14/2005. The 'The Cliffhanger Resort' is selected. The 'Amount' is \$316.08. The 'Invoices to Display' section has the 'Group' radio button selected. The 'Quick Amount Selection' buttons are 'Full', 'Deposit', and 'Refund'. The 'Pick Invoice and then Apply Payment to' table shows a list of invoices for 'Hurley, Ron'.

Invoice	Last	First	Total	Paid	Due	Apply
121	Hurley	Ron	332.70	0.00	332.70	0.00
120	Hurley	Ron	332.70	0.00	332.70	0.00
119	Hurley	Ron	316.08	0.00	316.08	0.00
118	Hurley	Ron	316.08	0.00	316.08	0.00
117	Hurley	Ron	316.08	0.00	316.08	0.00

121 Ron Hurley 316.08 Apply Save

Unapplied Payment Balance \$316.08 Cancel



**The default deposit amount (100% of first night's stay) displayed in the Payment Information window (\$316.08) is the preset deposit amount defined in Tools > Unit and Rate Setup > Revenue Accounts, Deposits.**

- Click the Full button. The balance due for the entire group is displayed in red at the bottom of the window and in the payment amount window in the upper right-hand corner.

**Payment Information**

Date: 11/14/2005

*The Cliffhanger Resort*  
\$1,613.64

1613.64

Visa  
Hurley

Invoices to Display:  
☐ Single ☒ Group  
☐ Contact ☐ All Invoices

Quick Amount Selection:

Pick Invoice and then Apply Payment to:

Invoice	Last	First	Total	Paid	Due	Apply
121	Hurley	Ron	332.70	0.00	332.70	0.00
120	Hurley	Ron	332.70	0.00	332.70	0.00
119	Hurley	Ron	316.08	0.00	316.08	0.00
118	Hurley	Ron	316.08	0.00	316.08	0.00
117	Hurley	Ron	316.08	0.00	316.08	0.00

121 Ron Hurley 332.70 Apply Save

Unapplied Payment Balance **\$1,613.64** Cancel

- With the first reservation highlighted (Invoice #121), the dollar amount in the highlighted line will be applied to the total balance due when you click the Apply button. The balance at the bottom of the screen is updated to reflect that the highlighted reservation has been paid in full.

**Payment Information**

Date: 11/14/2005

*The Cliffhanger Resort*  
\$1,613.64

1613.64

Visa  
Hurley

Invoices to Display:  
☐ Single ☒ Group  
☐ Contact ☐ All Invoices

Quick Amount Selection:

Pick Invoice and then Apply Payment to:

Invoice	Last	First	Total	Paid	Due	Apply
121	Hurley	Ron	332.70	0.00	332.70	332.70
120	Hurley	Ron	332.70	0.00	332.70	0.00
119	Hurley	Ron	316.08	0.00	316.08	0.00
118	Hurley	Ron	316.08	0.00	316.08	0.00
117	Hurley	Ron	316.08	0.00	316.08	0.00

121 Ron Hurley 0.00 Apply Save

Unapplied Payment Balance **\$1,280.94** Change Back Cancel

5. Highlight each subsequent reservation and click the Apply button. The unapplied payment balance is now zero (\$0.00).

**Payment Information**

Date: 11/14/2005

*The Cliffhanger Resort*

\$1,613.64

1613.64

Visa

Hurley

Invoices to Display:

☐ Single ☒ Group ☐ Contact ☐ All Invoices

Quick Amount Selection:

Pick Invoice and then Apply Payment to:

Invoice	Last	First	Total	Paid	Due	Apply
121	Hurley	Ron	332.70	0.00	332.70	332.70
120	Hurley	Ron	332.70	0.00	332.70	332.70
119	Hurley	Ron	316.08	0.00	316.08	316.08
118	Hurley	Ron	316.08	0.00	316.08	316.08
117	Hurley	Ron	316.08	0.00	316.08	316.08

117 Ron Hurley 0.00 Apply **Save** Cancel

Unapplied Payment Balance **\$0.00**

6. Click the Save button. On the Daily screen, the group reservation is now displayed in green indicating that each reservation has been paid in full.

Hurley,Ron
303/681-3441 (2)
Hurley,Ron
303/681-3441 (2)
Hurley,Ron
303/681-3441 (2)
Hurley,Ron
303/681-3441 (2)
Hurley,Ron
303/681-3441 (2)

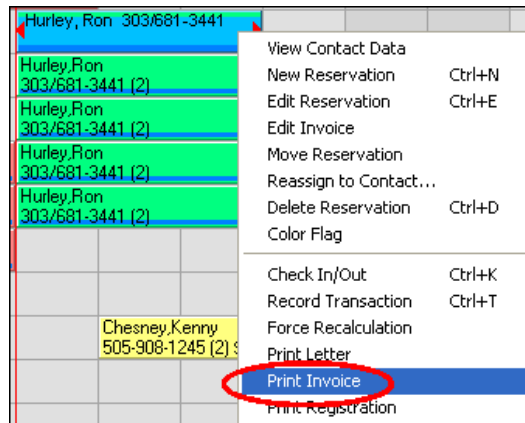


***The group payment method described in this section can also be used when a group leader is paying only a portion of a group member's invoice balance, for example, just room and tax. In this example, the applied payment amount would equal the total for each group member's room and tax total. Then, a second individual payment can be recorded for each group member's incidental charges.***

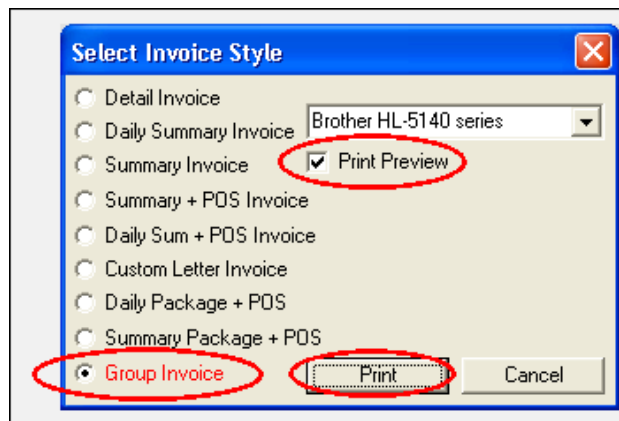
## Printing a Group Invoice

A group invoice will print charges and payments for each group member. This can be a useful tool when a group leader asks for an invoice that summarizes the entire group's stay. Use the following steps for printing a group invoice.

1. From the Daily screen, highlight a group member reservation, right-click and select Print Invoice.



2. The Select Invoice Style window is displayed. Select the Group Invoice radio button and click the Print button.



- With the Print Preview box selected, the folio is first displayed to the screen.

**The Cliffhanger Resort**  
700 Highway 1  
Yachats, OR 97499  
541-888-2525 / 877-669-1210 / Fax: 541-322-2777

**Group Folio Charges -**

Group Description Soccer Club of Larkspur				Charges	\$1,455.00
Contact Hurley, Ron				Tax	\$158.64
Address 4908 Red Rock Drive				Total	\$1,613.64
Larkspur, CO 80118				Paid	\$1,613.64
Telephone 303/681-3441				Due	\$0.00

Start Date	L A/C	Unit	Contact	Tax	Total	Paid
11/14/2005	3 P2/D	114	Ron Hurley	\$31.08	\$316.08	\$316.08
11/14/2005	3 P2/D	118	Ron Hurley	\$31.08	\$316.08	\$316.08
11/14/2005	3 P2/D	122	Ron Hurley	\$31.08	\$316.08	\$316.08
11/14/2005	3 P2/D	103	Ron Hurley	\$32.70	\$332.70	\$332.70
11/14/2005	3 P2/D	107	Ron Hurley	\$32.70	\$332.70	\$332.70
11/14/2005	Msa		Ron Hurley			(\$332.70)
11/14/2005	Msa		Ron Hurley			(\$332.70)
11/14/2005	Msa		Ron Hurley			(\$316.08)
11/14/2005	Msa		Ron Hurley			(\$316.08)
11/14/2005	Msa		Ron Hurley			(\$316.08)

**Office Use Only**  
Cash \_\_\_\_\_  
Check # \_\_\_\_\_  
Credit Card \_\_\_\_\_  
Gift Certificate \_\_\_\_\_

Total **\$1,613.64**  
Paid **\$1,613.64**  
Due **\$0.00**

Our Policies This is your folio policy. Change it by clicking on Tools>Print Options

- Click the Print button in the lower right-hand corner to print a hard copy of the folio.

## **GROUP RESERVATIONS – FAMILY RESERVATIONS**

Another popular scenario that falls into the group category is the family reservation where more than one room is required. As an example, there may be a husband and wife vacationing with their teenage children. In this scenario, two rooms are requested for identical arrival and departure dates. In addition, the names on the two reservations are the same and the likelihood of one room canceling is minimal. In this scenario, the Single Invoice group reservation option works best.

Use the following steps for making a family reservation using the Single Invoice group reservation option.

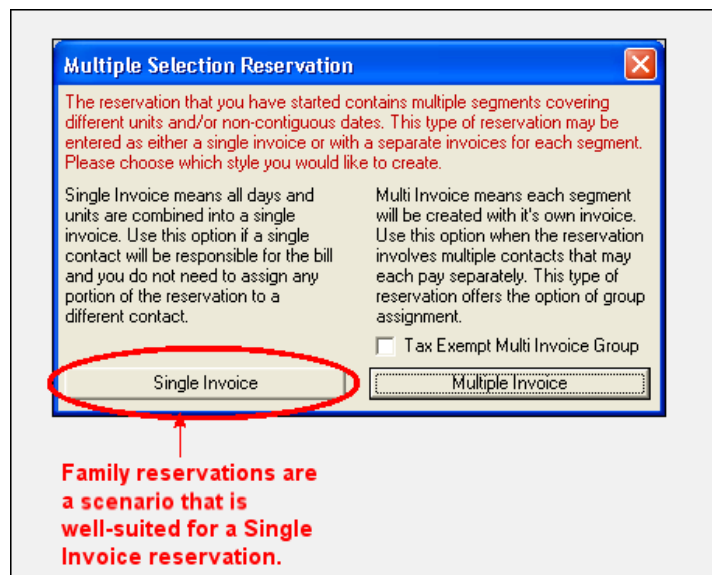
- From the Daily screen, press the <CONTROL> key, highlight the arrival date for the first room, depress the left mouse button, and drag the cursor to the right until the last night of the reservation is highlighted.
- Keeping the <CONTROL> key depressed, highlight the same dates for the second room. Right-click and select New Reservation or press the <ENTER> key.

11/22-11/25 103 - King (3) \$332	
11/22-11/25 106 - Queen Queen	

New Reservation Ctrl+N  
Mark Out of Service Ctrl+O



- At the Multiple Selection Reservation window, click the Single Invoice button.



**The Single Invoice group reservation option works best when all rooms will be listed under the same name and the likelihood that a reservation will cancel in the group is minimal.**

- At the RezStream Professional Name Search window, select a guest from history or enter the guest's name and click the New button.



- Complete the “by the Day Reservation Dialog” window. The only fields active in this window when booking a Single Invoice group reservation are the Edit Invoice Details button, the reason for reservation drop-down, and the referral source drop-down.

- After completing the “by the Day Reservation Dialog” window, click the OK button. The Contact Data window is displayed. Complete the necessary fields. Click the Record Transaction button if a payment will be made.

- The family reservation is displayed on the Daily screen in red as no payment has yet been made.

Elway, John	303-777-7777 (2) \$648.78
Elway, John	303-777-7777 (2) \$648.78

## ADDING A GROUP MEMBER

In our previous example with the youth soccer club, assume an additional sixth room is now needed. Once the group reservation has been booked, another reservation can easily be added using the following steps.

- From the Daily screen, select an available room, left-click the arrival date, depress the left mouse button, and drag the cursor to the right, encompassing the last night the reservation will be in-house. Right-click and select New Reservation.

Hurley, Ron	303-681-3441 (2)			
Hurley, Ron	303-681-3441 (2)			
Hurley, Ron	303-681-3441 (2)			
Hurley, Ron	303-681-3441 (2)	Pence, Gary	307-999-0909 (2) \$399.24	
Hurley, Ron	303-681-3441 (2)	Pence, Gary	307-999-0909 (2) \$399.24	
11/14-11/17 109 - King (3) \$332		Pence, Gary	307-999-0909 (2) \$399.24	
		New Reservation	Ctrl+N	
		Mark Out of Service	Ctrl+O	

- In order to book the sixth room under the group leader's name, double-click Ron Hurley's name from guest history on the RezStream Professional Name Search window.

RezStream Professional Name Search								
Hurley	Ron	New	Select	Cancel	Business Name			
Last Name	First Name	Spouse	Address	City	St	Home	Work	
Ackerman	Joseph		2212 W. 7th St.	Denver	CO	303-681-32	303-555-12	
Barry	John	Jackie	5409 W. 3rd Avenue	Charlotte	NC	767-998-01	767-545-12	
Bauer	Mario		8812 North Street	Colorado Springs	CO	719-887-98	719-454-54	
Baxley	Brian		4434 W. Prairie Road	Ellicott	CO	719-545-09		
Bott	Louis		3005 Leslie Dr.	Englewood	CO	720-888-12	720-546-12	
Buffett	Jimmy	Jane	3313 W. Palm Beach	West Palm Beach	FL	414-555-12	414-765-12	
Chesney	Kenny	Divorced	5431 W. Blue Avenue	Nashville	TN	505-908-12	505-661-12	
Clark	Laura		123 W. 1st Ave.	Carbondale	CO	970-923-37		
Dale	Joe	Julie	33443 Dearborn Ave.	Dearborn	MI	506-887-12	506-889-12	
Ecklund	Matt	Christy	3434 W. Palmer Blvd.	Palmer Lake	CO	719-598-09	719-593-19	
Elway	John		212 W. Cherry Hills	Denver	CO	303-777-77	720-777-77	
Emsley	Peter							
Flexor	David							
Foster	Ian	Jeanne	2212 W. Park Ave.	Denver	CO	303-888-98	720-778-99	
Friedman	Lenny	Joanne	4312 W. 6th Avenue	Baltimore	MD	465-898-77	465-456-09	
Guest	Demo		1855 Blake St	Denver	CO	303-274-34	866-565-18	
Guida	Tracey		5454 W. 1st Avenue	Lakewood	CO	303-878-09	303-879-99	
Haynes	Jeff	Beth	3312 North State Street	Boise	ID	405-665-23	405-443-00	
Holland	Julie		9878 Shields	Fort Collins	CO	970-555-09	970-768-12	
Hurley	Ron		4908 Red Rock Drive	Larkspur	CO	303-681-34		
Kleinmuth	Julie		308 Leslie Drive	Colorado Springs	CO	719-632-13	719-635-10	
Lachmidt	John	Tiffany	2213 W. Briargate	Colorado Springs	CO	719-593-07	719-599-88	
Lee	Richard	Millie	43008 112th Place	Sammanish	WA	940-887-99	940-789-45	

3. The "by the Day Reservation Dialog" is displayed. Complete the necessary fields displayed in this window and click the OK button.

**by the Day Reservation Dialog**

Reservation for: **Ron Hurley**  
 4908 Red Rock Drive  
 Larkspur, CO 80118  
 303/681-3441

☒ New Invoice ☐ Add to Previous Invoice

649	11/14/2006	121 - Kin	\$499.05	\$0.00
647	11/14/2006	120 - Sui	\$415.89	\$0.00
646	11/14/2006	119 - Kin	\$499.05	\$0.00

Rate Selection

Adult: 2 Child: 0 Unit Rate: Rack Package Selection: None Discount Selection: None

Pets: 0 Cars: 0 Tax Exempt: ☐

Recalculate

Reservation Summary

Starts: 11/14/2005 Unit: 117 - King  
 Ends: 11/17/2005  
 Days: 3

Daily Reservation Total: \$300.00  
 Hourly Reservation Total: \$0.00  
 POS Items/Package Items: \$0.00  
 Tax: \$32.70  
**Total Charges: \$332.70**

Reason for reservation: Pleasure Referral Source: Repeat Business

Edit Invoice Details... Edit Lists... OK Cancel

4. The Contact Data window is displayed. Click the Group button in the lower right-hand corner.

**Contact Invoice History 24/34**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
679	2/28/2007	11/14/2005	11/16/2005	117	3	\$332.70	\$0.00	679
649	11/14/2006	11/14/2006	11/16/2006	121	3	\$499.05	\$0.00	649
647	11/14/2006	11/14/2006	11/16/2006	120	3	\$415.89	\$0.00	647
646	11/14/2006	11/14/2006	11/16/2006	119	3	\$499.05	\$0.00	646
645	11/14/2006	11/14/2006	11/16/2006	118	3	\$316.08	\$0.00	645
644	11/14/2006	11/14/2006	11/16/2006	117	3	\$499.05	\$0.00	644

Starts: Mon, Nov 14, 2005 Departs: Thu, Nov 17, 2005 Length: 3 Start Unit: 117

Adult: 2 Pets: 0 Daily Reservation Total: \$300.00 Charges: \$332.70  
 Child: 0 Cars: 0 Hourly Reservation Total: \$0.00 Paid: \$0.00  
 Checked In: Point of Sale Charges: \$0.00 Due: \$332.70  
 Checked Out: Tax: \$32.70 Last Change: 2/28/2007

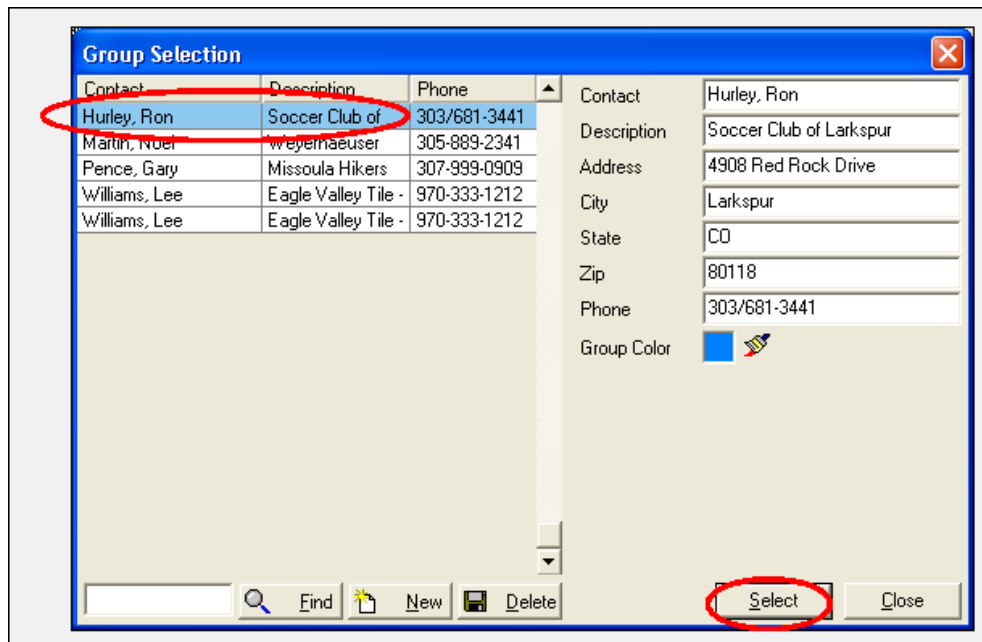
Guest Info: Invoice Notes Private Notes Travel Agent Custom Notes Payments

Payment Data: Visa Confirmation # 679 Cancellation # AD **Group**

Swipe Card... Credit Card Data Exp Arrive Depart Letter Standard Checked In Out Batch Print Flag

Invoice Check Box Flags: ☐ Tax Exempt ☐ Attention ☐ Custom 2 ☐ Custom 3 ☐ Custom 4 ☐ Custom 5 ☐ Custom 6

- From the Group Selection window, highlight the group leader name and click the Select button.



- The group leader name is now displayed on this added reservation in the Contact Data screen.

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
679	2/28/2007	11/14/2005	11/16/2005	117	3	\$332.70	\$0.00	679
649	11/14/2006	11/14/2006	11/16/2006	121	3	\$499.05	\$0.00	649
647	11/14/2006	11/14/2006	11/16/2006	120	3	\$415.89	\$0.00	647
646	11/14/2006	11/14/2006	11/16/2006	119	3	\$499.05	\$0.00	646
645	11/14/2006	11/14/2006	11/16/2006	118	3	\$316.08	\$0.00	645
644	11/14/2006	11/14/2006	11/16/2006	117	3	\$499.05	\$0.00	644

Starts: Mon, Nov 14, 2005    Departs: Thu, Nov 17, 2005    Length: 3    Start Unit: 117

Adult: 2    Pets: 0    Daily Reservation Total: \$300.00    Charges: \$332.70

Child: 0    Cars: 0    Hourly Reservation Total: \$0.00    Paid: \$0.00

Checked In:    Point of Sale Charges: \$0.00    Due: \$332.70

Checked Out:    Tax: \$32.70    Last Change: 2/28/2007

7. The reservation is also a part of the group when viewed from the Daily screen. In the example below, the sixth room reservation is displayed in red, as a payment has not yet been applied.

Hurley,Ron
303/681-3441 (2)
Hurley,Ron
303/681-3441 (2)
Hurley,Ron
303/681-3441 (2)
Hurley,Ron
303/681-3441 (2)
Hurley,Ron
303/681-3441 (2) \$332.70

## REMOVING A GROUP MEMBER

Use the following steps to remove an individual reservation from a group reservation when the individual is still staying at the property but will not be considered a part of the group for payment purposes. For example, with our youth soccer team, assume six rooms have been booked. The sixth room is for the Assistant Coach who will be paying for his room individually. Use the following steps to remove this reservation from the group.

1. From the Daily screen, highlight the individual reservation that will no longer be a part of the group (the group leader is not paying for the Assistant Coach's room). Right-click and select View Contact Data.

Hurley,Ron			
303/681-3441 (2)			
Hurley,Ron			
303/681-3441 (2)			
Hurley,Ron			
303/681-3441 (2)			
Hurley,Ron	Pence,Gary		
303/681-3441 (2)	307-999-0909 (2) \$399.24		
Hurley,Ron	Pence,Gary		
303/681-3441 (2)	307-999-0909 (2) \$399.24		
Hurley,Ron 303/681-3441	View Contact Data		
	New Reservation	Ctrl+N	
	Edit Reservation	Ctrl+E	
	Edit Invoice		
	Move Reservation		
	Reassign to Contact...		
	Delete Reservation	Ctrl+D	
	Color Flag		
	Check In/Out	Ctrl+K	
	Record Transaction	Ctrl+T	
	Force Recalculation		
	Print Letter		
	Print Invoice		
	Print Registration		

- The Contact Data window is displayed. Click the Group button in the lower right-hand corner.

**Contact Invoice History 24/34**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
679	2/28/2007	11/14/2005	11/16/2005	117	3	\$332.70	\$0.00	679
649	11/14/2006	11/14/2006	11/16/2006	121	3	\$499.05	\$0.00	649
647	11/14/2006	11/14/2006	11/16/2006	120	3	\$415.89	\$0.00	647
646	11/14/2006	11/14/2006	11/16/2006	119	3	\$499.05	\$0.00	646
645	11/14/2006	11/14/2006	11/16/2006	118	3	\$316.08	\$0.00	645
644	11/14/2006	11/14/2006	11/16/2006	117	3	\$499.05	\$0.00	644

Starts: Mon, Nov 14, 2005    Departs: Thu, Nov 17, 2005    Length: 3    Start Unit: 117  
 Adult: 2    Pets: 0    Daily Reservation Total: \$300.00    Charges: \$332.70  
 Child: 0    Cars: 0    Hourly Reservation Total: \$0.00    Paid: \$0.00  
 Checked In:    Point of Sale Charges: \$0.00    Due: \$332.70  
 Checked Out:    Tax: \$32.70    Last Change: 2/28/2007

**Guest Info:** Confirmation # 679    Cancellation #    AD **Group** Hurley, Ron

**Payments:** Payment Data: Visa    Swipe Card...    Credit Card Data    Exp    Credit Card Hold    Batch Print    Out Flag

**Invoice Check Box Flags:** ☐ Tax Exempt    ☐ Attention    ☐ Custom 2    ☐ Custom 3    ☐ Custom 4    ☐ Custom 5    ☐ Custom 6

- From the Group Selection window, highlight the Ron Hurley contact line and click the Remove button.

**Group Selection**

Contact	Description	Phone
Hurley, Ron	Soccer Club of	303/681-3441
Martin, Noel	Weyerhaeuser	305-889-2341
Pence, Gary	Missoula Hikers	307-999-0909
Williams, Lee	Eagle Valley Tile	970-333-1212
Williams, Lee	Eagle Valley Tile	970-333-1212

**Contact Details:** Contact: Hurley, Ron    Description: Soccer Club of Larkspur    Address: 4908 Red Rock Drive    City: Larkspur    State: CO    Zip: 80118    Phone: 303/681-3441    Group Color: [Blue]

**Buttons:** Find    New    Delete    **Remove**    Select    Close

4. The Contact Data window now displays the text "None" next to the Group button.

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
679	2/28/2007	11/14/2005	11/16/2005	117	3	\$332.70	\$0.00	679
649	11/14/2006	11/14/2006	11/16/2006	121	3	\$499.05	\$0.00	649
647	11/14/2006	11/14/2006	11/16/2006	120	3	\$415.89	\$0.00	647
646	11/14/2006	11/14/2006	11/16/2006	119	3	\$499.05	\$0.00	646
645	11/14/2006	11/14/2006	11/16/2006	118	3	\$316.08	\$0.00	645
644	11/14/2006	11/14/2006	11/16/2006	117	3	\$499.05	\$0.00	644

Starts: Mon, Nov 14, 2005    Departs: Thu, Nov 17, 2005    Length: 3    Start Unit: 117  
 Adult: 2    Pets: 0    Daily Reservation Total: \$300.00    Charges: \$332.70  
 Child: 0    Cars: 0    Hourly Reservation Total: \$0.00    Paid: \$0.00  
 Checked In:    Point of Sale Charges: \$0.00    Due: \$332.70  
 Checked Out:    Tax: \$32.70    Last Change: 2/28/2007

Guest Info: Invoice Notes Private Notes Travel Agent Custom Notes Payments  
 Confirmation # 679  
 Cancellation #  
 AD Group None  
 Adult 2 Child 0  
 Pets 0 Cars 0  
 Arrive  
 Depart  
 Letter Standard  
 Checked In Out  
 Batch Print Flag  
 Credit Card Hold

Invoice Check Box Flags  
☐ Tax Exempt  
☐ Attention  
☐ Custom 2  
☐ Custom 3  
☐ Custom 4  
☐ Custom 5  
☐ Custom 6



**When returning to the Daily screen, the individual room removed from the group will no longer be displayed with a color-coded group reservation highlight bar.**

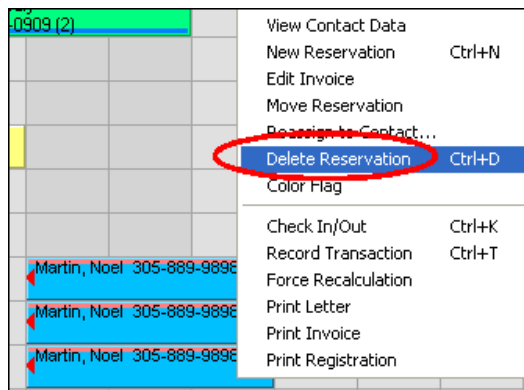
## CANCELING SINGLE INVOICE GROUP RESERVATIONS

Canceling one room of a Single Invoice group reservation cancels the entire group reservation. Use the following steps for canceling the entire group tied to the Noel Martin reservation selected in the Daily screen displayed below.

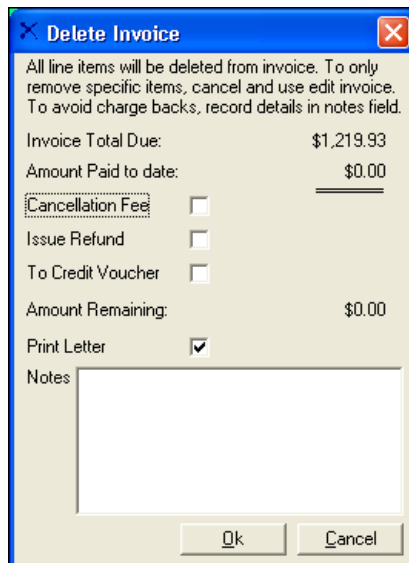
		Martin, Noel		
		Martin, Noel		
		Martin, Noel		
		Martin, Noel		



1. With the Single Invoice group reservation selected, right-click and select the option for Delete Reservation.



2. Complete the Delete Invoice window. There will not be a cancellation fee nor refund issued as there was no payment made on this reservation. RezStream recommends printing a cancellation letter in order to retain a hard copy of the reservation. In addition, this letter can be sent to the guest, if necessary.



3. Click the OK button. The cancellation letter is displayed. Print a copy of the letter for your records. When you close out of the letter, the Wait List window is displayed. Click the Close button to continue to the Daily screen. The entire Single Invoice group reservation has been canceled and removed from the Daily screen.



***Multiple Invoice group reservations are treated as individual reservations. To cancel an entire Multiple Invoice group reservation, each individual reservation must be canceled.***

## CHANGING GROUP ARRIVAL AND DEPARTURE DATES

Group arrival and departure dates are changed in the same manner as individual arrival and departure dates. For example, assume Pam Jackson, the group leader for the Single Invoice group reservation displayed below, calls to extend the group stay by one day.

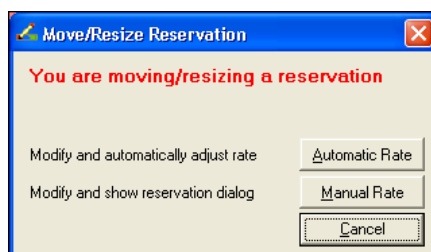
en,Ste 0	Jackson, Pam 970-303-0090			
en,Ste 0	Jackson, Pam			
en,Ste 0	\$628.32 6/9			
en,Ste 0	Jackson, Pam			
en,Ste 0	\$628.32 6/9			
en,Ste 0				

Use the following steps to make this change.

1. Highlight the first reservation in the group.
2. Red arrows are displayed on the first and last nights of the reservation.
3. Place the cursor on the right red arrow, depress the left mouse button and drag the cursor to the right, adding one night to the reservation.

en,Ste 0	Jackson, Pam 970-303-0090			
en,Ste 0	Jackson, Pam			
en,Ste 0	\$628.32 6/9			
en,Ste 0	Jackson, Pam			
en,Ste 0	\$628.32 6/9			
en,Ste 0				

4. Release the left mouse button.
5. The Move/Resize Reservation window is displayed. Click the Automatic Rate button to have the system recalculate the rate based on system defaults or click the Manual Rate button and left-click the Daily Reservation Total field on the "by the Day Reservation Dialog" screen to override system defaults and enter a manual rate.



6. Highlight the next reservation in the group and repeat steps 2 – 5.



**The steps listed in this section can also be followed for changing arrival and departure dates on Multiple Invoice group reservations.**

## DIRECT BILLING

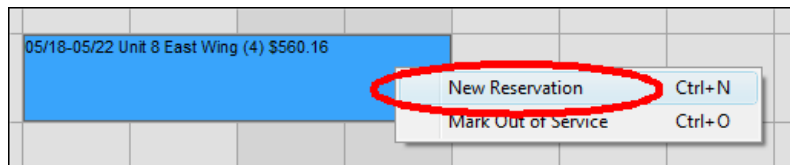
Direct Billing is used when these two factors come into play:

1. A company or business is responsible for a portion of the folio charges;
2. Individuals associated with the business group are also responsible for a portion of the folio charges.

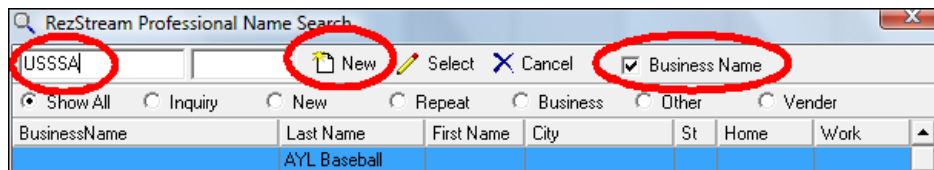
## COMPANY RESERVATIONS

First, make a new reservation for the business using the following steps.

- A. From the Daily Screen, click and drag to highlight the days the business direct bill reservation will be in-house. Right-click and select "New Reservation."



- B. For a business that has not yet stayed at the property, enter the business name in the Name Field (USSSA in our example), enter a checkmark next to "Business Name," and click the New button.



- C. Enter reservation-specific data on the by the Day Reservation Dialog screen and click the OK button.

by the Day Reservation Dialog

Reservation for: **USSSA** **New Invoice**

New/Select...

Rate Selection

Adult: 1, Child: 0, Unit Rate: Rack, Package Selection: None, Discount Selection: None

Todlr: 0, Infrnt: 0, Tax Exempt: ☐

Recalculate

Reservation Summary

Starts: 05/18/2011, Unit: Unit 8 East Wing, Daily Reservation Total: \$540.00

Ends: 05/22/2011, Hourly Reservation Total: \$0.00

Days: 4, POS Items/Package Items: \$0.00

Tax: \$20.16

Total Charges: \$560.16

Edit Invoice Details...

Reason for reservation: Business, Referral Source: Referral: Local Business

Edit Lists... OK Cancel

## ADD INDIVIDUALS

The second step in configuring the direct bill reservation, where you can add individuals who will be also be responsible for folio charges, is to complete the following steps in the Split Billing configuration windows.

- A. From the Contact Data screen for the USSSA reservation, click the Split Billing tab on the lower right-hand side of the screen.

Details Notes Payments Line Items **Split Billing** Direct Billing Travel Agents

Payment Data: Visa, Swipe Card...

Credit Card Data: Q, Σ

Exp: , Credit Card Hold: ☐

Group Assignment: Edit, P

Confirmation # 34, MK

Adult: 1, Child: 0, Todlr: 0, Infrnt: 0

Arrive: , Depart: , Letter: Standard

Checked In: ☐, Out: ☐, Batch Print: ☐, Flag: ☐

Vehicle Description:

Cancellation #: Custom 1, Custom 2, Custom 3, Custom 4, Custom 5, Custom 6

Invoice Check Box Flags: ☐ Tax Exempt, ☐ Attention, ☐ Custom 2, ☐ Custom 3, ☐ Custom 4, ☐ Custom 5, ☐ Custom 6

Invoice Referral Source: Referral: Local Business

Reason for reservation: Business

Add/Edit...

Payments...

Print Single

Print All

Charges Payments

- B. Click the Add/Edit button.

Details Notes Payments Line Items **Split Billing** Direct Billing Travel Agents

Party	Total	Paid	Date	Description	Total

Add/Edit...

Payments...

Print Single

Print All

Charges Payments

- C. Under the Responsible Party column, highlight Invoice 2 and click the Pick From Contacts button.

**Split Billing / Direct Billing**

**1 Select Number of Sub Invoices and Assign Contacts**

Pick the number of Sub Invoices that you will need: 2

Pick Sub Invoice and Assign Contact or Label to Sub Invoice

SubId	Inv #	Responsible Party	CId	InvId
1	1	USSSA	42	34
2	2	Invoice(2)	34	34

Direct Billing functionality requires that you attach to an existing contact in the database. Simple split billing does not require a contact attachment.

Pick From Contacts

Assign Label

Next >> Cancel

- D. Highlight the guest's name who is staying at the property from guest history and click the Select button or conversely, for a new guest, enter the Last and First Names of a new guest and click the New button.

**Select Name for Sub Invoice**

Bowe Shayne

New Select Cancel

Business Name

Show All Inquiry New Repeat Business Other Vender

BusinessName	Last Name	First Name	City	St	Home	Work
	AYL Baseball					
	AYL Baseball					
	Baker	John				
	Bowe	Shayne				

Next >> Cancel

- E. The added individual will appear on line 2 of the Responsible Party list. Click the Next button.

**Split Billing / Direct Billing**

**1 Select Number of Sub Invoices and Assign Contacts**

Pick the number of Sub Invoices that you will need: 2

Pick Sub Invoice and Assign Contact or Label to Sub Invoice

SubId	Inv #	Responsible Party	CId	InvId
1	1	USSSA	42	34
2	2	Shayne Bowe	34	34

Direct Billing functionality requires that you attach to an existing contact in the database. Simple split billing does not require a contact attachment.

Pick From Contacts

Assign Label

Next >> Cancel

- F. In our example, the business, USSSA, is paying for all room charges. Enter checkmarks next to these charges on the Pick Invoice Item list, make sure USSSA is highlighted in the Selected Sub Invoice column, and click the Add Tagged to One button.

**Split Billing / Direct Billing**

**2 Assign Charges to Sub Invoices**

Pick Invoice Item

Sel	Date	Item	Total	Remain
<input checked="" type="checkbox"/>	05/18	Unit 8 East Wing	124.48	0.00
<input checked="" type="checkbox"/>	05/19	Unit 8 East Wing	124.48	0.00
<input checked="" type="checkbox"/>	05/20	Unit 8 East Wing	155.60	0.00
<input checked="" type="checkbox"/>	05/21	Unit 8 East Wing	155.60	0.00

Split All Items  
Split Tagged to All  
**Add Tagged to One**  
Add Portion to One  
Remove Item  
Remove All Items

Selected Sub Invoice

Inv #	Responsible Party	Sub	Total
1	USSSA	539.96	560.16
2	Shayne Bowe	0.00	0.00

Items Applied to Selected Sub Invoice

Date	Item	Total
05/18	Unit 8 East Wing	124.48
05/19	Unit 8 East Wing	124.48
05/20	Unit 8 East Wing	155.60
05/21	Unit 8 East Wing	155.60

Tag All UnTag All + Daily + Pkg + POS

<< Back Next >> Cancel

All checked room charges are now added to the business folio and listed on the right side of this screen under "Items Applied to Selected Sub Invoice."

- G. Click the Next button.

**Split Billing / Direct Billing**

**2 Assign Charges to Sub Invoices**

Pick Invoice Item

Sel	Date	Item	Total	Remain
<input checked="" type="checkbox"/>	05/18	Unit 8 East Wing	124.48	0.00
<input checked="" type="checkbox"/>	05/19	Unit 8 East Wing	124.48	0.00
<input checked="" type="checkbox"/>	05/20	Unit 8 East Wing	155.60	0.00
<input checked="" type="checkbox"/>	05/21	Unit 8 East Wing	155.60	0.00

Split All Items  
Split Tagged to All  
Add Tagged to One  
Add Portion to One  
Remove Item  
Remove All Items

Selected Sub Invoice

Inv #	Responsible Party	Sub	Total
1	USSSA	539.96	560.16
2	Shayne Bowe	0.00	0.00

Items Applied to Selected Sub Invoice

Date	Item	Total
05/18	Unit 8 East Wing	124.48
05/19	Unit 8 East Wing	124.48
05/20	Unit 8 East Wing	155.60
05/21	Unit 8 East Wing	155.60

Tag All UnTag All + Daily + Pkg + POS

<< Back **Next >>** Cancel

- H. Click Save.

**Split Billing / Direct Billing**

**3 Assign Payments to Sub Invoices**

Pick Payment

Sel	Date	Payee	Total	Remain
-----	------	-------	-------	--------

Add Tagged to One  
Add Portion to One  
Remove Pay Assignment  
Remove All Assignments  
Add New Payment...

Selected Sub Invoice

Inv #	Responsible Party	Total	Paid
1	USSSA	560.16	0.00
2	Shayne Bowe	0.00	0.00

Payments Applied to Selected Sub Invoice

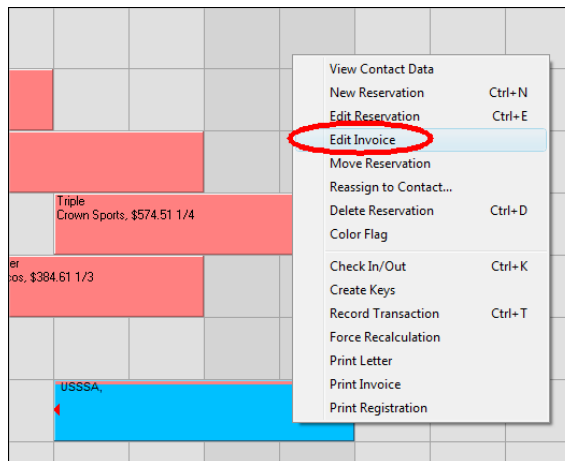
Date	Payee	Paid
------	-------	------

<< Back **Save** Cancel

## POSTING CHARGES

Next, any charges made by an individual associated with this USSSA group will be listed under the group reservation information, but applied to the individual's guest folio.

- A. From the Daily screen, right-click on the reservation and choose the option for Edit Invoice.



- B. Click the Add tab on the Edit Invoice screen.

Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
Daily	1	05/18/11			Unit 8 East Wing	1.00	\$120.00	Lodging	\$124.48
Daily	1	05/19/11			Unit 8 East Wing	1.00	\$120.00	Lodging	\$124.48
Daily	1	05/20/11			Unit 8 East Wing	1.00	\$150.00	Lodging	\$155.60
Daily	1	05/21/11			Unit 8 East Wing	1.00	\$150.00	Lodging	\$155.60

Totals	
Daily Reservation Total:	\$540.00
Hourly Reservation Total:	\$0.00
Miscellaneous Items:	\$0.00
Tax:	\$20.16
Charges:	\$560.16
Paid:	\$0.00
Due:	\$560.16

- C. Highlight each individual item from the POS Items list and click the Add Item to Invoice button.

The screenshot shows the 'Edit Invoice' window for 'USSSA'. The main table lists items with columns: Item Type, Group, Date, St Time, End Time, Description, Qty, Price, Tax Group, and Total. The items listed are 'Unit 8 East Wing' for four consecutive days (05/18/11 to 05/21/11) at a price of \$120.00 or \$150.00, with a total of \$124.48 or \$155.60. Below the table, there is a 'POS Items' list on the left with 'Breakfast' highlighted. In the center, the 'Add Item to Invoice' button is circled in red. On the right, the 'Totals' section shows a 'Daily Reservation Total' of \$540.00 and a 'Due' amount of \$560.16.

Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
Daily	1	05/18/11			Unit 8 East Wing	1.00	\$120.00	Lodging	\$124.48
Daily	1	05/19/11			Unit 8 East Wing	1.00	\$120.00	Lodging	\$124.48
Daily	1	05/20/11			Unit 8 East Wing	1.00	\$150.00	Lodging	\$155.60
Daily	1	05/21/11			Unit 8 East Wing	1.00	\$150.00	Lodging	\$155.60

POS Items list: Breakfast (highlighted)

Add Item to Invoice button (circled in red)

Totals: Daily Reservation Total: \$540.00, Due: \$560.16

- D. Repeat this process from step C above until all requested POS Items are added to the Edit Invoice list above on this screen.
- E. Click the Save/Close button on the Edit Invoice screen.

The screenshot shows the 'Edit Invoice' window after adding more items. The main table now includes 'Breakfast' and 'Gift Shop' items. The 'POS Items' list on the left shows 'Gift Shop' highlighted. The 'Add Item to Invoice' button is still visible. The 'Totals' section on the right shows updated values: 'Daily Reservation Total' of \$540.00, 'Due' of \$571.33, and 'Save/Close' button circled in red.

Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
Daily	1	05/18/11			Unit 8 East Wing	1.00	\$120.00	Lodging	\$124.48
Daily	1	05/19/11			Unit 8 East Wing	1.00	\$120.00	Lodging	\$124.48
Daily	1	05/20/11			Unit 8 East Wing	1.00	\$150.00	Lodging	\$155.60
Daily	1	05/21/11			Unit 8 East Wing	1.00	\$150.00	Lodging	\$155.60
POS	1	05/18/11			Breakfast	1.00	\$5.00	Standard	\$5.32
POS	1	05/18/11			Gift Shop	1.00	\$5.50	Standard	\$5.88

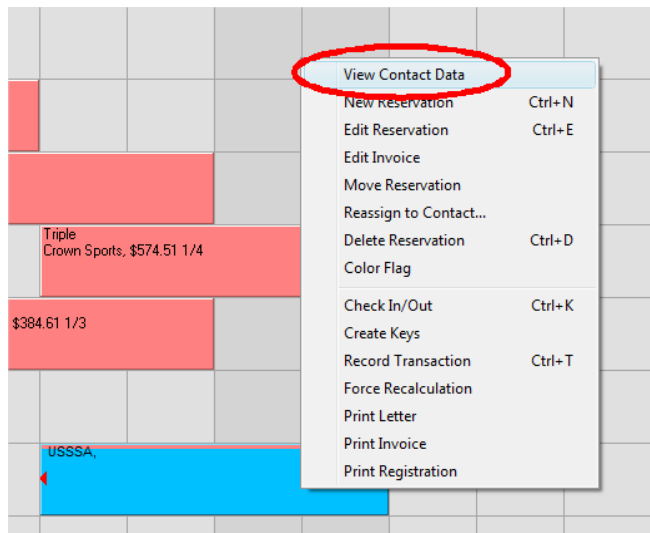
POS Items list: Gift Shop (highlighted)

Save/Close button (circled in red)

Totals: Daily Reservation Total: \$540.00, Due: \$571.33



- F. From the Daily screen, right-click on the company folio and select the option for View Contact Data.



- G. Click the Split Billing tab.

- H. Click the Add/Edit button.

Details	Notes	Payments	Line Items	Split Billing	Direct Billing	Travel Agents
Party	Total	Paid		Date	Description	Total
USSSA	\$560.16	\$0.00		5/18/2011	Unit 8 East Wing	\$124.48
Shayne Bowe	\$0.00	\$0.00		5/19/2011	Unit 8 East Wing	\$124.48
				5/20/2011	Unit 8 East Wing	\$155.60
				5/21/2011	Unit 8 East Wing	\$155.60

Charges Payments

Add/Edit... Payments... Print Single Print All

- I. With USSSA highlighted on the Responsible Party list, click the Next button

**Split Billing / Direct Billing**

**1 Select Number of Sub Invoices and Assign Contacts**

Pick the number of Sub Invoices that you will need:

Pick Sub Invoice and Assign Contact or Label to Sub Invoice

SubId	Inv #	Responsible Party	CId	InvId
1	1	USSSA	42	
2	2	Shayne Bowe	34	

Direct Billing functionality requires that you attach to an existing contact in the database. Simple split billing does not require a contact attachment.

Pick From Contacts  
Assign Label

**Next >>** **Cancel**

- J. Only enter checkmarks next to the incidental charges that will be charged to the individual's folio (make sure if any room charges that are being paid by the business are NOT checked by un-checking them), highlight the individual's name from the Responsible Party list, and click the Add Tagged to One button.

**Split Billing / Direct Billing**

**2 Assign Charges to Sub Invoices**

Pick Invoice Item

Sel	Date	Item	Total	Remain
<input checked="" type="checkbox"/>	05/18	Breakfast	5.32	0.00
<input checked="" type="checkbox"/>	05/18	Gift Shop	5.85	0.00
<input type="checkbox"/>	05/18	Unit 8 East Wing	124.48	124.48
<input type="checkbox"/>	05/19	Unit 8 East Wing	124.48	124.48
<input type="checkbox"/>	05/20	Unit 8 East Wing	155.60	155.60
<input type="checkbox"/>	05/21	Unit 8 East Wing	155.60	155.60

Split All Items  
Split Tagged to All  
**Add Tagged to One**  
Add Portion to One  
Remove Item  
Remove All Items

Selected Sub Invoice

Inv #	Responsible Party	Sub	Total
1	USSSA	0.00	0.00
	Shayne Bowe	10.50	11.17

Items Applied to Selected Sub Invoice

Date	Item	Total
05/18	Breakfast	5.32
05/18	Gift Shop	5.85

Tag All Untag All + Daily + Pkg. + POS

Responsible Party List for Sub Invoices

<< Back **Next >>** **Cancel**

- K. Only enter checkmarks next to the incidental charges that will be charged to the individual's folio (make sure if any room charges that are being paid by the business are NOT checked by un-checking them), highlight the individual's name from the Responsible Party list, and click the Add Tagged to One button.

**Split Billing / Direct Billing**

**2 Assign Charges to Sub Invoices**

Pick Invoice Item

Sel	Date	Item	Total	Remain
<input checked="" type="checkbox"/>	05/18	Breakfast	5.32	0.00
<input checked="" type="checkbox"/>	05/18	Gift Shop	5.85	0.00
<input type="checkbox"/>	05/18	Unit 8 East Wing	124.48	124.48
<input type="checkbox"/>	05/19	Unit 8 East Wing	124.48	124.48
<input type="checkbox"/>	05/20	Unit 8 East Wing	155.60	155.60
<input type="checkbox"/>	05/21	Unit 8 East Wing	155.60	155.60

Split All Items  
Split Tagged to All  
Add Tagged to One  
Add Portion to One  
Remove Item  
Remove All Items

Selected Sub Invoice

Inv #	Responsible Party	Sub	Total
1	USSSA	0.00	0.00
	Shayne Bowe	10.50	11.17

Items Applied to Selected Sub Invoice

Date	Item	Total
05/18	Breakfast	5.32
05/18	Gift Shop	5.85

Tag All   Untag All   + Daily   + Pkg.   + POS

Responsible Party List for Sub Invoices

<< Back   Next >>   Cancel

## PRINTING STATEMENTS

Once charges have been applied to both the company and the individual folios, statements can be printed. From the Contact Data screen, click the Split Billing tab. A summary of charges for each folio is displayed.

Details   Notes   Payments   Line Items   Split Billing   Direct Billing   Travel Agents

Party	Total	Paid
USSSA	\$560.16	\$0.00
Shayne Bowe	\$11.17	\$0.00

Charges   Payments

Date	Description	Total
5/18/2011	Unit 8 East Wing	\$124.48
5/19/2011	Unit 8 East Wing	\$124.48
5/20/2011	Unit 8 East Wing	\$155.60
5/21/2011	Unit 8 East Wing	\$155.60

Add/Edit...  
Payments...  
Print Single  
Print All

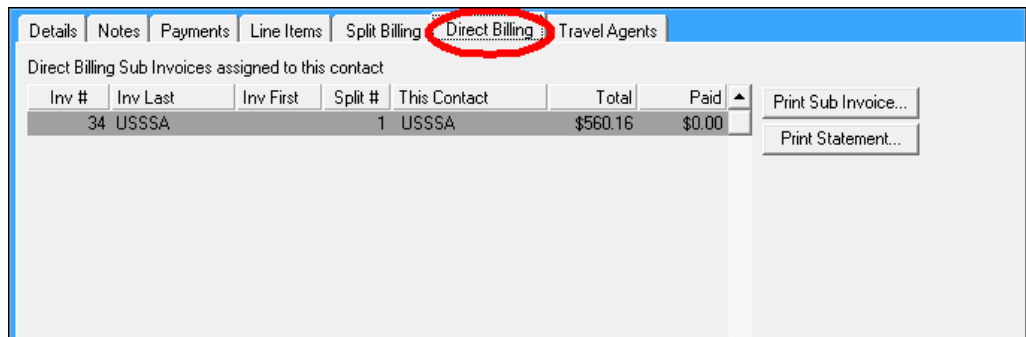
To print an individual statement, highlight either the business name or the individual name and click the Print Single button.

The screenshot shows the 'Details' tab selected in the top menu. The 'Party' table on the left has two rows: 'USSSA' with a total of \$560.16 and 'Shayne Bowe' with a total of \$11.17. The 'Line Items' table on the right shows two items: '5/18/2011 Gift Shop' for \$5.85 and '5/18/2011 Breakfast' for \$5.32. On the right side of the interface, there are four buttons: 'Add/Edit...', 'Payments...', 'Print Single', and 'Print All'. The 'Print Single' button is circled in red.

To print both folios (the individual and the company), click the Print All button.

This screenshot is identical to the one above, showing the same data in the 'Party' and 'Line Items' tables. However, in this view, the 'Print All' button on the right side of the interface is circled in red.

The Direct Billing tab displays a summary of the charges assigned to the business.



As additional reservations are assigned to this business in the future, the direct bill charges will be displayed under the Direct Billing tab.



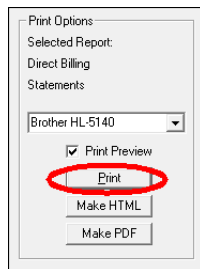
To print a statement for this business, click the Reports F7 button on the main navigational toolbar.



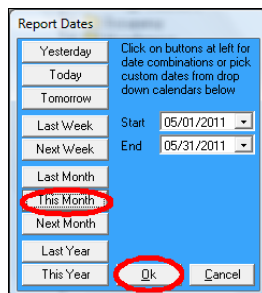
In the Other Reports column, click Billing > Direct Billing > Statements.



Under Print Options click the Print button.



Select report dates and click the OK button.



The direct bill statement is displayed.

Billed by:  
 RezStream Demo Hotel  
 2480 W 28th Ave  
 Denver, CO 80211  
 303-872-0220

Attn: USSSA

.

## Billing Statement

**Checkouts: 05/01/2011 - 05/31/201** Customer #: 42

Inv #	Checkin	Guest Name	Company	Total Charges	Amount Paid	Amount Due
34	5/18/2011	USSSA,		\$580.18	\$0.00	\$580.18
35	5/20/2011	USSSA,		\$591.28	\$0.00	\$591.28
<b>Total</b>				<b>\$1,151.44</b>	<b>\$0.00</b>	<b>\$1,151.44</b>

## TRAVEL AGENT RESERVATIONS

There are two steps to complete when making a reservation in RezStream Professional that involves a travel agent.

1. Add the travel agent as a contact to RezStream Professional.
2. Assign the travel agent to the reservation.

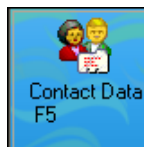
The Night Audit section of this User's Manual covers the following topics pertaining to travel agents.

- Printing travel agent statements
- Paying travel agent commissions
- Reconciling travel agent commissions

## ADDING TRAVEL AGENTS TO REZSTREAM PROFESSIONAL

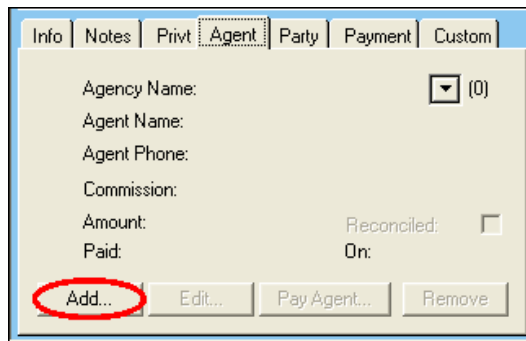
Prior to assigning a travel agent to a reservation, the travel agent must first be added as a contact in RezStream Professional. Use the following steps for adding travel agents.

1. Click the Contact Data F5 icon on the main left-hand toolbar in RezStream Professional.



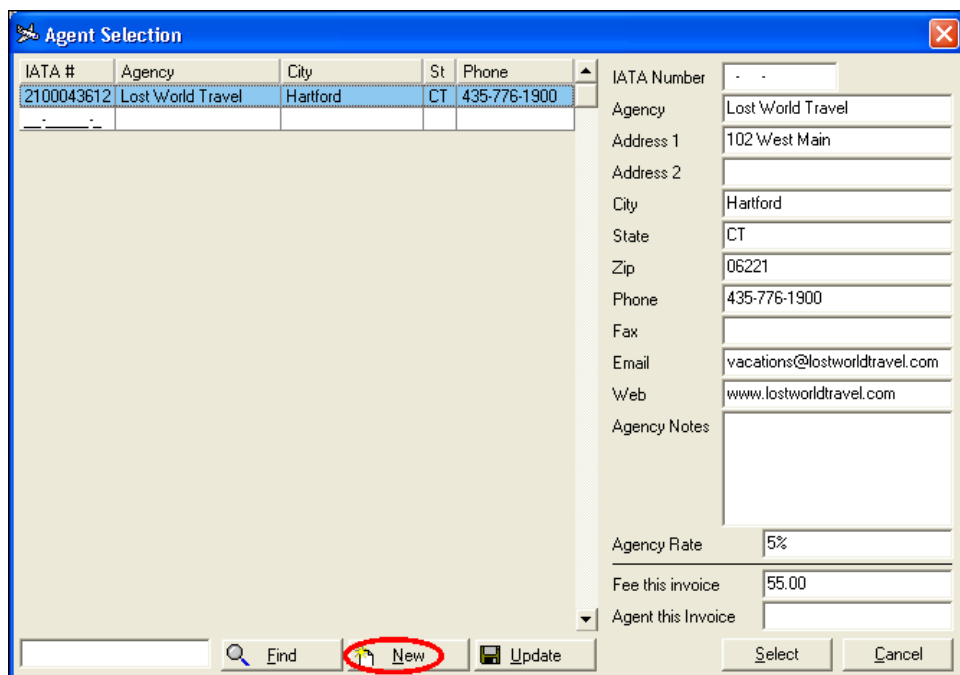
2. The Contact Data window is displayed. Regardless of the selected guest, click the Travel Agent tab in the window's lower right-hand window.

3. Click the Add button.



The screenshot shows a window with tabs: Info, Notes, Privt, Agent, Party, Payment, and Custom. The 'Agent' tab is selected. Below the tabs are fields for Agency Name (with a dropdown arrow and '(0)'), Agent Name, Agent Phone, Commission, Amount, Reconciled (checkbox), Paid, and On. At the bottom, there are four buttons: 'Add...' (circled in red), 'Edit...', 'Pay Agent...', and 'Remove'.

4. The Agent Selection window is displayed. Click the New button to add a travel agent.



The screenshot shows the 'Agent Selection' window. It has a table with columns: IATA #, Agency, City, St, and Phone. The first row is highlighted: 2100043612, Lost World Travel, Hartford, CT, 435-776-1900. To the right of the table are fields for IATA Number, Agency, Address 1, Address 2, City, State, Zip, Phone, Fax, Email, Web, and Agency Notes. Below these are fields for Agency Rate (5%), Fee this invoice (55.00), and Agent this Invoice. At the bottom, there are buttons: Find, New (circled in red), Update, Select, and Cancel.



5. Complete the fields listed on the right-hand side of the window, including:
  - a. The travel agent's eight digit IATA number.
  - b. The travel agent's name, address, phone number, fax number, email address, website address, notes (if applicable), and the agency commission rate.

IATA Number	12-34567-8
Agency	Kinja Travel
Address 1	2212 W. 1st Avenue
Address 2	
City	Bridgetown
State	FL
Zip	33142
Phone	954-892-1123
Fax	954-892-1134
Email	kinja@bridgetown.net
Web	www.kinjatravel.com
Agency Notes	
Agency Rate	5.
Fee this invoice	5.00
Agent this Invoice	
<input type="button" value="Select"/> <input type="button" value="Cancel"/>	

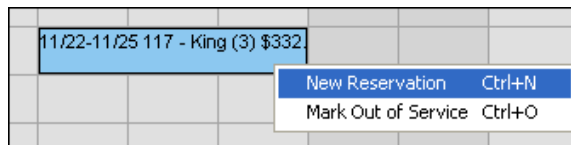
6. Click the Update button to add the travel agent to RezStream Professional.

<b>Agent Selection</b>					<input type="button" value="X"/>	
IATA #	Agency	City	St	Phone	IATA Number	12-34567-8
2100043612	Lost World Travel	Hartford	CT	435-776-1900	Agency	Kinja Travel
					Address 1	2212 W. 1st Avenue
					Address 2	
					City	Bridgetown
					State	FL
					Zip	33142
					Phone	954-892-1123
					Fax	954-892-1134
					Email	kinja@bridgetown.net
					Web	www.kinjatravel.com
					Agency Notes	
					Agency Rate	5.
					Fee this invoice	5.00
					Agent this Invoice	
<input type="button" value="Find"/> <input type="button" value="New"/> <input type="button" value="Update"/>					<input type="button" value="Select"/> <input type="button" value="Cancel"/>	

## ASSIGNING TRAVEL AGENTS TO RESERVATIONS

Use the following steps for assigning a travel agent to a reservation.

1. From the Daily screen, left-click the arrival date, depress the left mouse button, and drag the cursor to the right, highlighting the last night of the guest's stay. Right-click and select New Reservation or press the <ENTER> key.



2. The RezStream Professional Name Search window is displayed. Select a guest from history or enter a new guest name and click the New button.



3. Complete the "by the Day Reservation Dialog" window and click the OK button.

4. The Contact Data window is displayed. Click the Travel Agent tab.

Click the Add button to add a travel agent to the reservation.

5. Click the Add button.
6. Highlight an existing agent from the list and click the Select button.



**To add a new travel agent on-the-fly, click the New button in the Agent Selection window and follow the steps listed in the previous section titled Adding Travel Agents to RezStream Professional.**

7. The travel agent's information is now displayed on the Contact Data screen.

**Contact Invoice History 13/27**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
688	3/7/2007	11/22/2006	11/24/2006	117	3	\$476.87	\$0.00	688
685	2/20/2007	2/23/2007	2/24/2007	103	2	\$651.74	\$0.00	685
650	11/14/2006	11/22/2006	11/24/2006	101	3	\$476.87	\$125.00	650
568	10/27/2006	11/5/2006	11/5/2006	MTG1	0	\$415.88	\$125.00	568
536	9/25/2006	10/27/2006	10/29/2006	110	3	\$526.20	\$125.00	536
422	2/8/2006	2/10/2006	2/13/2006	105	4	\$598.88	\$598.88	422
326	1/17/2006	1/25/2006	1/27/2006	102	3	\$338.26	\$338.26	326
289	1/11/2006	1/8/2006	1/7/2006	BIKE2	0	\$41.59	\$0.00	289
282	1/11/2006	1/8/2006	1/7/2006	BOAT1	0	\$221.80	\$221.80	282
255	1/11/2006	1/14/2006	1/13/2006	BOAT1	0	\$262.80	\$0.00	255
211	1/11/2006	1/14/2006	1/13/2006	MTG1	0	\$465.70	\$410.00	211

Starts: Wed, Nov 22, 2006    Departs: Sat, Nov 25, 2006    Length: 3    Start Unit: 117  
 Adult: 2    Pets: 0    Daily Reservation Total: \$430.00    Charges: \$476.87  
 Child: 0    Cars: 0    Hourly Reservation Total: \$0.00    Paid: \$0.00  
 Checked In:    Point of Sale Charges: \$0.00    Due: \$476.87  
 Checked Out:    Tax: \$46.87    Last Change: 3/7/2007

**Guest Info | Invoice Notes | Private Notes | Travel Agent | Custom Notes | Payments**

Agency Name: Kinja Travel (1)  
 Agent Name:  
 Agent Phone: 954-892-1123  
 Commission: 5%  
 Amount: \$21.50    Reconciled: ☐ On:  
 Paid: \$0.00  
 Add... Edit... Pay Agent... Remove

**The travel agent's information is displayed on the Contact Data screen.**

## EDITING THE TRAVEL AGENT ASSIGNED TO A RESERVATION

After making a reservation, the assigned travel agent can be edited using the following steps.

- From the Daily screen, select the reservation, right-click and select the option for View Contact Data.

**View Contact Data**

- New Reservation    Ctrl+N
- Edit Reservation    Ctrl+E
- Edit Invoice
- Move Reservation
- Reassign to Contact...
- Delete Reservation    Ctrl+D
- Color Flag
- Check In/Out    Ctrl+K
- Record Transaction    Ctrl+T
- Force Recalculation
- Print Letter
- Print Invoice
- Print Registration

DeBerry, Fisher

2. Click the Travel Agent tab.

**Contact Invoice History 13/27**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
688	3/7/2007	11/22/2006	11/24/2006	117	3	\$476.87	\$0.00	688
665	2/20/2007	2/23/2007	2/24/2007	103	2	\$651.74	\$0.00	665
650	11/14/2006	11/22/2006	11/24/2006	101	3	\$476.87	\$125.00	650
568	10/27/2006	11/5/2006	11/5/2006	MTG1	0	\$415.88	\$125.00	568
536	9/25/2006	10/27/2006	10/29/2006	110	3	\$526.20	\$125.00	536
422	2/8/2006	2/10/2006	2/13/2006	105	4	\$598.88	\$598.88	422
326	1/17/2006	1/25/2006	1/27/2006	102	3	\$338.26	\$338.26	326
289	1/11/2006	1/8/2006	1/7/2006	BIKE2	0	\$41.59	\$0.00	289
282	1/11/2006	1/8/2006	1/7/2006	BOAT1	0	\$221.80	\$221.80	282
255	1/11/2006	1/14/2006	1/13/2006	BOAT1	0	\$282.80	\$0.00	255
211	1/11/2006	1/14/2006	1/13/2006	MTG1	0	\$476.87	\$0.00	211

Starts: Wed, Nov 22, 2006    Departs: Sat, Nov 25, 2006    Length: 3    Start Unit: 117

Adult: 2    Pets: 0    Daily Reservation Total: \$430.00    Charges: \$476.87

Child: 0    Cars: 0    Hourly Reservation Total: \$0.00    Paid: \$0.00

Checked In:    Point of Sale Charges: \$0.00    Due: \$476.87

Checked Out:    Tax: \$46.87    Last Change: 3/7/2007

Guest Info | Invoice Notes | Private Notes | **Travel Agent** | Custom Notes | Payments

Agency Name: Kinja Travel (1)

Agent Name:

Agent Phone: 954-892-1123

Commission: 5%

Amount: \$21.50    Reconciled: ☐

Paid: \$0.00    On:

Add... **Edit...** Pay Agent... Remove

3. Click the Edit button to select a different travel agent or edit fields for the existing agent's contact information from the Agent Selection window.

## FRONT DESK

The following RezStream Professional functions are described in this Front Desk section.

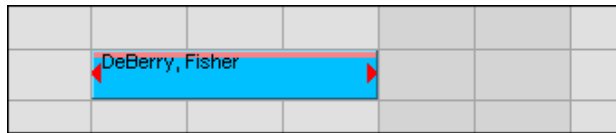
- Changing Arrival and/or Departure Dates
- Room Moves
- Split Reservations
- Posting Payments
- Posting Point of Sale Charges
- Posting Packages
- Correcting Payments and Postings
- Check In/Check Out
- Utilizing the Point of Sale Screen at the Front Desk
- Finding/Selecting Reservations
- Viewing the Change Log
- Front Desk Reports

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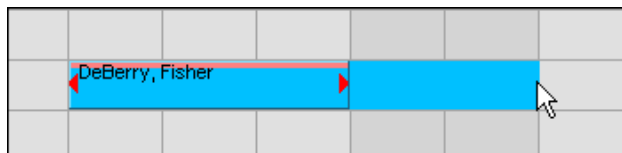
## CHANGING ARRIVAL AND/OR DEPARTURE DATES

Use the following steps for changing an existing reservation's arrival and/or departure dates.

1. From the Daily screen, left-click a reservation to select it. Once a reservation is selected, red arrows display on either side of it.



2. To change the arrival or departure date of an existing reservation, click the appropriate arrow, and while depressing the left mouse button, drag the cursor to the new date. In our example, we are changing a three-night reservation to five nights.



3. Release the left mouse button. The Move/Resize Reservation window is displayed. Specify whether you would like the system to automatically adjust the rate for the new dates (A) or whether you would like to manually enter the rate for the new dates (B).



If you choose to manually enter a rate (B), the “by the Day Reservation Dialog” window is displayed.

**by the Day Reservation Dialog**

Reservation for: **Fisher DeBerry**

**Rate Selection**

Adult: 2, Child: 0, Unit Rate: Rack, Package Selection: None, Discount Selection: None

Pets: 0, Cars: 0, Tax Exempt: ☐

**Reservation Summary**

Starts: 11/22/2005, Unit: 101 - King, Ends: 11/27/2005, Days: 5

Daily Reservation Total: \$560.00  
Hourly Reservation Total: \$0.00  
POS Items/Package Items: \$0.00  
Tax: \$61.04  
**Total Charges: \$621.04**

Reason for reservation

OK Cancel

Click the Daily Reservation Total dollar amount to display the Rate Override window.

**Rate Override**

Enter a rate and indicate whether it is a daily rate or is for the entire period.

Percent Discount: 0%

Desired Rate: 90.00

Entered rate is: ☒ Daily, ☐ Overall

Include Package: ☒  
Include POS: ☐

OK Cancel

Manually enter the Desired Rate.

Select the Daily or Overall radio button.

Choose the percent discount from the drop-down list or manually enter the desired rate and specify by choosing the appropriate radio button if this rate is to be Daily or Overall. Click OK to continue.

## ROOM MOVES

There are two methods for completing a room move in RezStream Professional.

1. Moving reservations using the Daily screen
2. Moving reservations using calendar view

### MOVING RESERVATIONS USING THE DAILY SCREEN

Use the following steps for completing a room move using the Daily screen.

1. Left-click the reservation to select it. Arrows are displayed at either end of the reservation indicating that the reservation is selected.

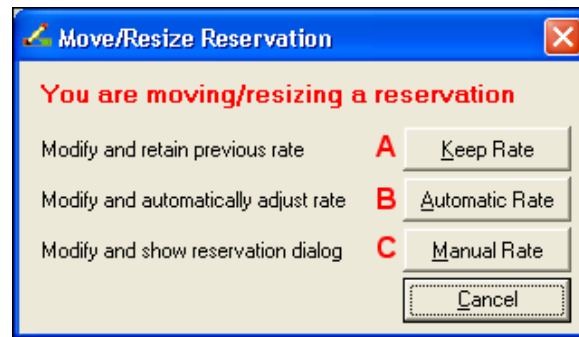
Unit	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
(3) 101	Ward, Ge 303-878-4														
(4) 102		Lee, Tammy 303-681-8898 (2) \$91.08													
(3) 103	Hurley, Ron 303-681-3441 (2)				Pence, Gary 307-999-0909 (2) \$399.24				Elway, John 303-777-7777 (2) \$648.78						
(4) 104					Pence, Gary 307-999-0909 (2) \$197.94										
(5) 105					Pence, Gary 307-999-0909 (2)										
(4) 106					Pence, Gary 307-999-0909 (2) \$197.94				Elway, John 303-777-7777 (2) \$648.78						
(3) 107	Hurley, Ron 303-681-3441 (2)				Pence, Gary 307-999-0909 (2) \$219.24										
(4) 108					Pence, Gary 307-999-0909 (2) \$360.44			Williams, Lee 970-333-1212 (2)							
(2) 109	Hurley, Ron 303-681-3441 (2) \$332.70				Pence, Gary 307-999-0909 (2) \$399.24			Williams, Lee 970-333-1212 (2)							
(5) 110					Pence, Gary 307-999-0909 (2)			Williams, Lee 970-333-1212 (2)							
(3) 111								Williams, Lee 970-333-1212 (2)							
(4) 112	Simms, Mi 303-998-7							Williams, Lee 970-333-1212 (2)							
(3) 113		Chesney, Kenny 505-908-1245 (2) \$399.05						Williams, Lee 970-333-1212 (2)							
(4) 114	Hurley, Ron 303-681-3441 (2)							Williams, Lee 970-333-1212 (2)							

2. While keeping the cursor in the middle of the selected reservation box (A), depress the left mouse button and drag the original reservation to the new desired unit and/or arrival date (B). While depressing the left mouse button and dragging, both the original reservation (A) and the updated reservation (B) are displayed on the Daily screen.

Unit	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
(3) 101	Ward, Ge 303-878-4														
(4) 102		Lee, Tammy 303-681-8898 (2) \$91.08													
(3) 103	Hurley, Ron 303-681-3441 (2)				Pence, Gary 307-999-0909 (2) \$399.24				Elway, John 303-777-7777 (2) \$648.78						
(4) 104					Pence, Gary 307-999-0909 (2) \$197.94										
(5) 105					Pence, Gary 307-999-0909 (2)										
(4) 106					Pence, Gary 307-999-0909 (2) \$197.94				Elway, John 303-777-7777 (2) \$648.78						
(3) 107	Hurley, Ron 303-681-3441 (2)				Pence, Gary 307-999-0909 (2) \$219.24										
(4) 108					Pence, Gary 307-999-0909 (2) \$360.44			Williams, Lee 970-333-1212 (2)							
(2) 109	Hurley, Ron 303-681-3441 (2) \$332.70				Pence, Gary 307-999-0909 (2) \$399.24			Williams, Lee 970-333-1212 (2)							
(5) 110					Pence, Gary 307-999-0909 (2)			Williams, Lee 970-333-1212 (2)							
(3) 111								Williams, Lee 970-333-1212 (2)							
(4) 112	Simms, Mi 303-998-7							Williams, Lee 970-333-1212 (2)							



3. After releasing the left mouse button, the reservation is moved to the new unit. If the reservation is moved to a new unit type, for example two Queen beds to one King bed, or if the reservation dates are changed, the Move/Resize Reservation window is displayed. There are three options in the Move/Resize Reservation dialog:
- Modify and retain previous rate.
  - Automatically adjust rate based on system defaults.
  - Enter a manual rate. If option C is chosen, the by the Day Reservation dialog box is displayed. A desired rate can then be adjusted by clicking the Daily Reservation Total button and adjusting the fields in the Rate Override dialog box.



## MOVING RESERVATIONS USING CALENDAR VIEW

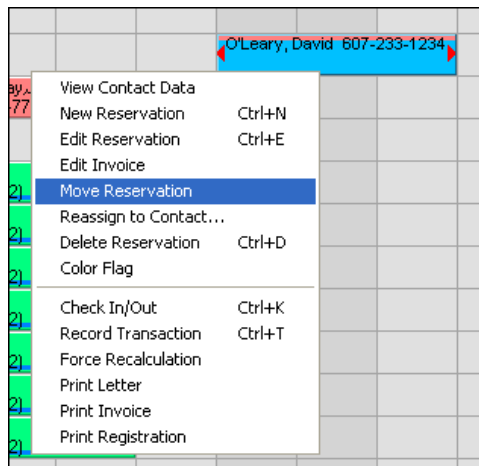
Many times it is necessary to move a reservation to a room that is available but not currently visible on the Daily screen. Or, it may be necessary to change the reservation's arrival and departure dates to new dates that are not currently displayed on the Daily screen. As it is impossible to perform these two scenarios using the click and drag method, either task is then accomplished by the calendar view method.

11/14/2005																	
N o v																	
	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M		
	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28		
■ (3) 101	Ward, Ge 303-878-4																
■ (4) 102		Lee, Tammy 303-681-8898 (2) \$91.08															
■ (3) 103	Hurley, Ron 303-681-3441 (2)			Pence, Gary 307-999-0909 (2) \$399.24					Elway, John 303-777-7777 (2) \$548.78								
■ (4) 104				Pence, Gary 307-999-0909 (2) \$197.94													
■ (5) 105				Pence, Gary 307-999-0909 (2)													
■ (4) 106				Pence, Gary 307-999-0909 (2) \$197.94					Elway, John 303-777-7777 (2) \$548.78								
■ (3) 107	Hurley, Ron 303-681-3441 (2)			Pence, Gary 307-999-0909 (2) \$219.24													
■ (4) 108				Pence, Gary 307-999-0909 (2) \$360.44				Williams, Lee 970-333-1212 (2)									
■ (2) 109	Hurley, Ron 303-681-3441 (2) \$332.70			Pence, Gary 307-999-0909 (2) \$399.24				Williams, Lee 970-333-1212 (2)									
■ (5) 110				Pence, Gary 307-999-0909 (2)				Williams, Lee 970-333-1212 (2)									
■ (3) 111								Williams, Lee 970-333-1212 (2)									
■ (4) 112	Simms, Mi 303-998-7							Williams, Lee 970-333-1212 (2)									
■ (3) 113			Chesney, Kenny 505-908-1245 (2) \$399.05					Williams, Lee 970-333-1212 (2)									
■ (4) 114	Hurley, Ron 303-681-3441 (2)							Williams, Lee 970-333-1212 (2)									
■ (3) 115																	
■ (5) 116					Martin, Noel 305-889-9898 (2) \$1,219.93												
■ (4) 117					Martin, Noel 305-889-9898 (2) \$1,219.93				DeBerry, Fisher (2) \$274.05								
■ (4) 118	Hurley, Ron 303-681-3441 (2)				Martin, Noel 305-889-9898 (2) \$1,219.93												
■ (3) 119																	
■ (5) 120																	

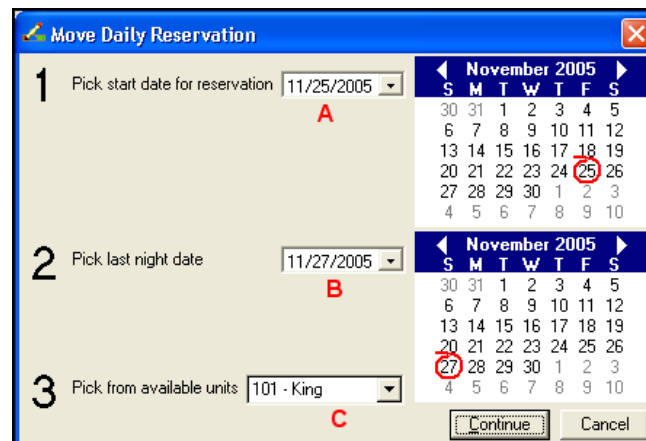
If the reservation for David O'Leary needs to be moved to room 125 (not currently displayed) or to December 15, a date beyond the current scope of the Daily screen, use the Calendar View method described below.

Use the following steps to move a reservation using the calendar view method.

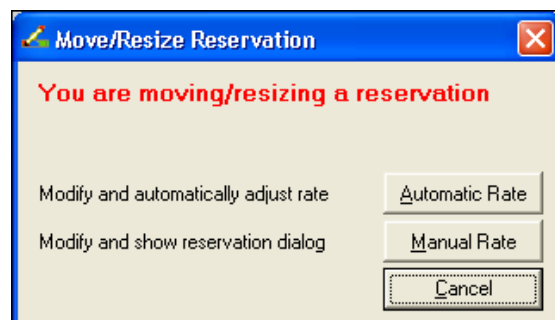
1. Select the reservation on the Daily screen, right-click and select Move Reservation.



2. The Move Daily Reservation window is displayed. Use this window to:
  - A. Change the reservation's arrival date.
  - B. Change the reservation's last night date.
  - C. Select a new room. Only available rooms for the selected dates are displayed in the drop-down menu.



After making a change to the reservation that affects its rate, the Move/Resize Reservation window is displayed. Here, indicate whether the new rate should be automatically calculated based on system defaults or, if necessary, a manual rate can be entered.



## SPLIT RESERVATIONS

A split reservation refers to the following scenarios.

1. A new reservation that involves a change of rooms during the course of the stay.
2. Extending an existing reservation to a new unit.
3. Moving an existing reservation to a new unit.

Each of these scenarios is described below.

### NEW RESERVATION WITH ROOM MOVE

Use the following steps to book a new reservation with a room move that is known in advance. In addition to the steps described below, the Single Invoice group reservation can also be used for booking a reservation when a room move is known in advance. This second option is described in the next section of this manual.

1. Using the steps described in the click and drag method of the ***Making a Reservation*** section, make the reservation for the nights that the guest will be staying in room #1.
2. Move the cursor to the second room being booked for the same guest. Left-click on the first day in the new unit, depress the left mouse button, and drag the cursor to the last night of the stay. Right-click and select "New Reservation" or press the <ENTER> key.
3. In the RezStream Professional Name Search window, select the same guest's name for the reservation as was selected in step #1.
4. At the "by the Reservation Dialog" window, select the "Add to Previous Invoice" radio button.

**by the Day Reservation Dialog**

Reservation for: **Sally Lindsey**  
3004 West Maryland Road  
Colorado Springs, CO 80909  
719-633-9989 719-887-4561

☒ **New Invoice** ☐ **Add to Previous Invoice**

680 2/28/2007 104 - Queen \$338.26 \$0.00

New/Select...

**Rate Selection**

Adult	Child	Unit Rate	Package Selection	Discount Selection
2	0	Rack	None	None
Pets	Cars	Tax Exempt		
0	0	<input type="checkbox"/>		

Recalculate

**Reservation Summary**

Starts: <b>03/03/2007</b>	Unit: <b>112 - Queen Queen</b>	Daily Reservation Total:	\$210.00
Ends: <b>03/05/2007</b>		Hourly Reservation Total:	\$0.00
Days: <b>2</b>		POS Items/Package Items:	\$0.00
		Tax:	\$22.90
		<b>Total Charges:</b>	<b>\$232.90</b>

Edit Invoice Details...

Reason for reservation: **None** Referral Source: **Repeat Business**

Edit Lists... OK Cancel

- Click OK to save the split reservation. When you return to the Daily screen, the two reservations booked for the one guest will be displayed. Now, clicking one of the reservations automatically highlights both reservations.

11/14/2005		Nov						
		M 14	T 15	W 16	T 17	F 18	S 19	S 20
■ ■ ■ (3)	101	Ward, Ge 303-878-4						
■ ■ ■ (4)	102		Lee, Tammy 303-681-8898 (2) \$91.08					
■ ■ ■ (3)	103	Hurley, Ron 303-681-3441 (2)			Pence, Gary 307-999-0909 (2) \$399.24			
■ ■ ■ (4)	104				Pence, Gary 307-999-0909 (2) \$197.94			
■ ■ ■ (5)	105				Pence, Gary 307-999-0909 (2)			
■ ■ ■ (4)	106				Pence, Gary 307-999-0909 (2) \$197.94			
■ ■ ■ (3)	107	Hurley, Ron 303-681-3441 (2)			Pence, Gary 307-999-0909 (2) \$219.24			
■ ■ ■ (4)	108				Pence, Gary 307-999-0909 (2) \$360.44			
■ ■ ■ (2)	109	Hurley, Ron 303-681-3441 (2) \$332.70			Pence, Gary 307-999-0909 (2) \$399.24			
■ ■ ■ (5)	110				Pence, Gary 307-999-0909 (2)			
■ ■ ■ (3)	111		Lindsey, Sally 719-633-9989		Foster, Jan 307-999-0909 (2)			
■ ■ ■ (4)	112	Simms, Mi 303-998-7		Emsley, Peter (2) \$115.72	Lindsey, Sally 719-633-9989			
■ ■ ■ (3)	113		Chesney, Kenny 505-908-1245 (2) \$399.05					

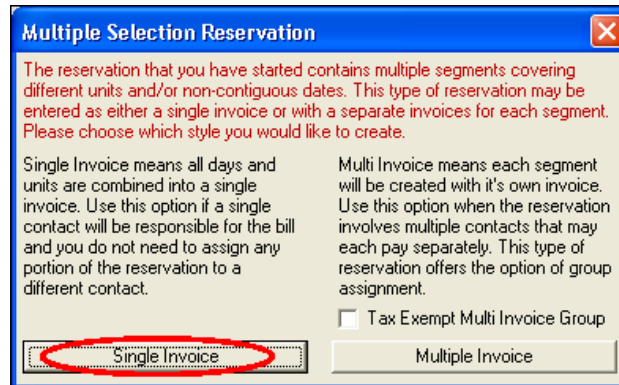
### New Reservation with Room Move – Single Invoice Option

The Single Invoice group reservation option is useful when a known in advance room move is scheduled for a guest. For example, a guest is staying four nights at the property, two nights in room 106 and two nights in room 107. Use the following steps for making this split reservation.

- From the Daily screen, click and drag to highlight the two nights the guest will be staying in room 106.
- Depress the <CONTROL> key and then click and drag again to highlight the two nights the guest will be staying in room 107. Right-click and select New Reservation or press the <ENTER> key.

■ ■ ■ (5)	105			Pence, Gary 307-999-0909 (2)			O'Leary, David 607-233-1234 (2) \$468.00
■ ■ ■ (4)	106			Pence, Gary 307-999-0909 (2) \$197.94	11/20-11/22 106 - Gu	Elway, John 303-777-7777 (2) \$648.78	
■ ■ ■ (3)	107	Hurley, Ron 303-681-3441 (2)		Pence, Gary 307-999-0909 (2) \$219.24	11/22-11/24 107 - K		
■ ■ ■ (4)	108			Pence, Gary 307-999-0909 (2) \$360.44		Williams, Lee 970-333-1212 (2)	

- At the Multiple Selection Reservation window, select Single Invoice.



**Multiple Selection Reservation**

The reservation that you have started contains multiple segments covering different units and/or non-contiguous dates. This type of reservation may be entered as either a single invoice or with a separate invoices for each segment. Please choose which style you would like to create.

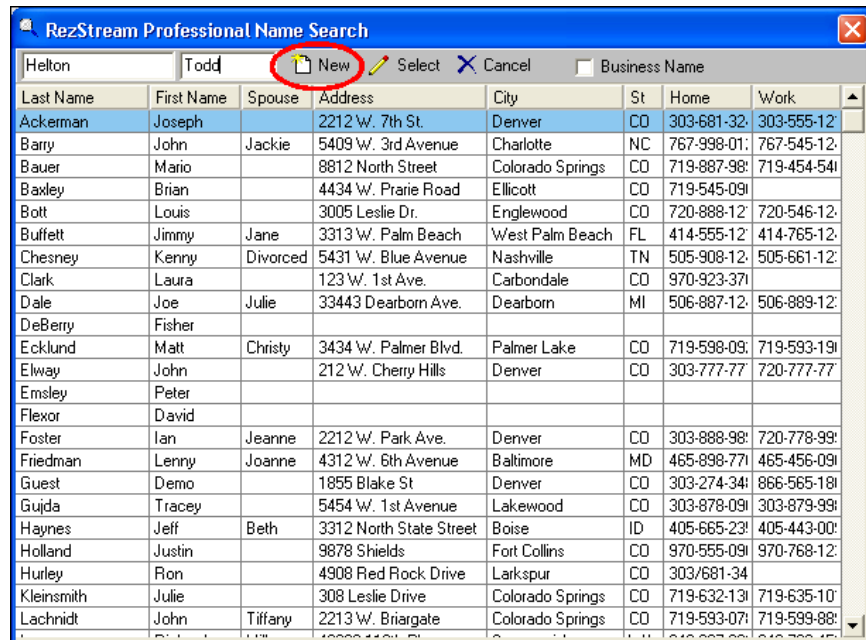
Single Invoice means all days and units are combined into a single invoice. Use this option if a single contact will be responsible for the bill and you do not need to assign any portion of the reservation to a different contact.

Multi Invoice means each segment will be created with it's own invoice. Use this option when the reservation involves multiple contacts that may each pay separately. This type of reservation offers the option of group assignment.

☐ Tax Exempt Multi Invoice Group

**Single Invoice**      Multiple Invoice

- From the RezStream Professional Name Search window, select a returning guest from history or enter the guest's last and first name in the name field boxes at the top of the screen and click the New button.



**RezStream Professional Name Search**

Helton    Todd    **New**    Select    Cancel    Business Name

Last Name	First Name	Spouse	Address	City	St	Home	Work
Ackerman	Joseph		2212 W. 7th St.	Denver	CO	303-681-32	303-555-12
Barry	John	Jackie	5409 W. 3rd Avenue	Charlotte	NC	767-998-01	767-545-12
Bauer	Mario		8812 North Street	Colorado Springs	CO	719-887-98	719-454-54
Baxley	Brian		4434 W. Prairie Road	Ellicott	CO	719-545-09	
Bott	Louis		3005 Leslie Dr.	Englewood	CO	720-888-12	720-546-12
Buffett	Jimmy	Jane	3313 W. Palm Beach	West Palm Beach	FL	414-555-12	414-765-12
Chesney	Kenny	Divorced	5431 W. Blue Avenue	Nashville	TN	505-908-12	505-661-12
Clark	Laura		123 W. 1st Ave.	Carbondale	CO	970-923-37	
Dale	Joe	Julie	33443 Dearborn Ave.	Dearborn	MI	506-887-12	506-889-12
DeBerry	Fisher						
Ecklund	Matt	Christy	3434 W. Palmer Blvd.	Palmer Lake	CO	719-598-09	719-593-19
Elway	John		212 W. Cherry Hills	Denver	CO	303-777-77	720-777-77
Emsley	Peter						
Flexor	David						
Foster	Ian	Jeanne	2212 W. Park Ave.	Denver	CO	303-888-98	720-778-99
Friedman	Lenny	Joanne	4312 W. 6th Avenue	Baltimore	MD	465-898-77	465-456-09
Guest	Demo		1855 Blake St	Denver	CO	303-274-34	866-565-18
Gujda	Tracey		5454 W. 1st Avenue	Lakewood	CO	303-878-09	303-879-99
Haynes	Jeff	Beth	3312 North State Street	Boise	ID	405-665-23	405-443-00
Holland	Justin		9878 Shields	Fort Collins	CO	970-555-09	970-768-12
Hurley	Ron		4908 Red Rock Drive	Larkspur	CO	303/681-34	
Kleinsmith	Julie		308 Leslie Drive	Colorado Springs	CO	719-632-13	719-635-10
Lachnid	John	Tiffany	2213 W. Briargate	Colorado Springs	CO	719-593-07	719-599-88

5. The "by the Day Reservation Dialog" window is displayed. When making a Single Invoice group reservation, only the Edit Invoice Details, reason for reservation, and referral source fields are active. Complete these fields as necessary and click the OK button.

6. The Contact Data window is displayed. Enter the guest's personal information and record a payment, if applicable, using the Record Transaction button on the top toolbar.

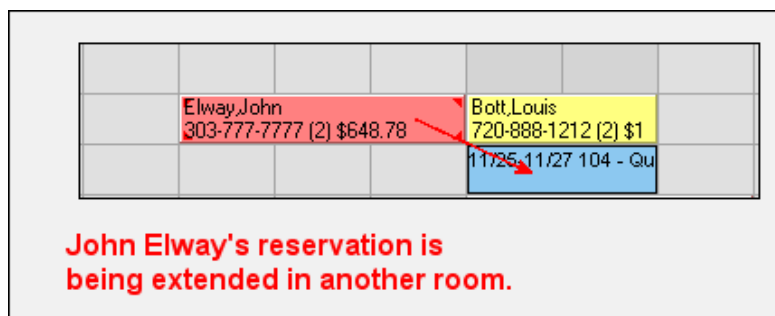
7. Upon returning to the Daily screen, the split reservation is now displayed.

■ (5) 105		Pence,Gary 307-999-0909 (2)		
■ (4) 106		Pence,Gary 307-999-0909 (2) \$197.94	Helton,Todd 303-64	Elway,John 303-777-7777 (2) \$648.78
■ (3) 107	Hurley,Ron 303/681-3441 (2)	Pence,Gary 307-999-0909 (2) \$219.24	Helton,Todd 303-64	
■ (4) 108		Pence,Gary	Williams,Lee	

## EXTENDING AN EXISTING RESERVATION TO A NEW UNIT

Use the following steps to accommodate an in-house guest who extends their stay and a room move is required.

- From the Daily screen, left-click the first day that the guest will be staying in the new unit. Depress the left mouse button and drag the cursor through the last night of the stay. Release the left mouse button, right-click and select "New Reservation" or press the <ENTER> key.



- At the RezStream Professional Name Search window, select the guest's name from history whose reservation is being extended and click the Select button on the top toolbar.
- At the "by the Day Reservation Dialog" window, select the "Add to Previous Invoice" radio button to link the new reservation to the existing one.

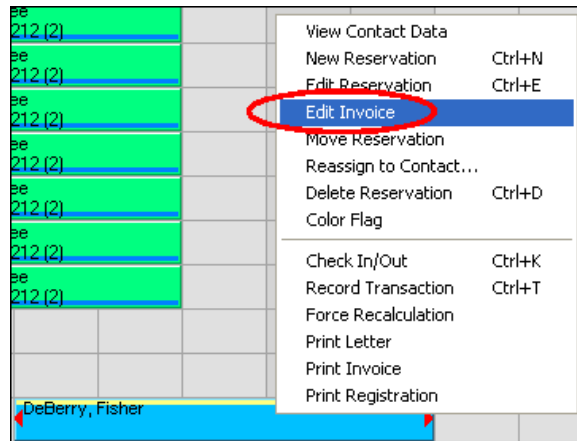
The screenshot shows the "by the Day Reservation Dialog" window. At the top, the reservation is for John Elway (212 W. Cherry Hills Lane, Denver, CO 80202, 303-777-7777). The "New Invoice" radio button is selected, and the "Add to Previous Invoice" radio button is also visible. Below this, the "Rate Selection" section shows 2 Adults, 0 Children, Rack rate, No Package Selection, and No Discount Selection. The "Reservation Summary" section shows the stay from 03/04/2007 to 03/06/2007 in Unit 110 - Suite, with a Total Charges of \$277.26. The "Reason for reservation" is set to None, and the "Referral Source" is Repeat Business. The OK button is highlighted.

- Click the OK button. From the Daily screen, selecting one reservation automatically selects both. The new reservation will also be combined with the existing one on a single invoice.

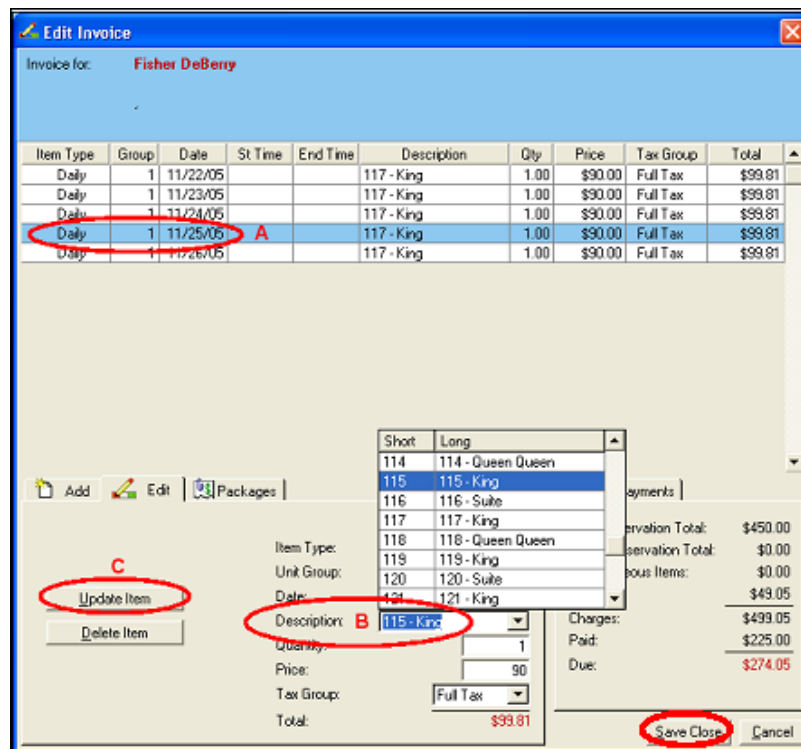
## MOVING AN EXISTING RESERVATION TO A NEW UNIT

There may be instances where an existing reservation has to be moved to a new unit without changing the reservation's departure date. For example, there is a five-night reservation originally made for room 117. The guests have now requested a room change to unit 115 the last two nights of their stay. Use the following steps to make this change.

1. Right-click the existing reservation and select "Edit Invoice."

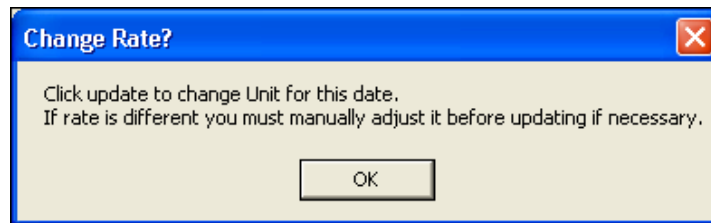


2. From the Edit Invoice dialog box, highlight the first night (11/25/05) that the existing reservation in room 117 will be moved to room 115 (A) and select the new unit (115) from the drop-down list in the Description field (B).





- After selecting a new unit from the drop-down list, the following confirmation window is displayed. Click OK to continue.

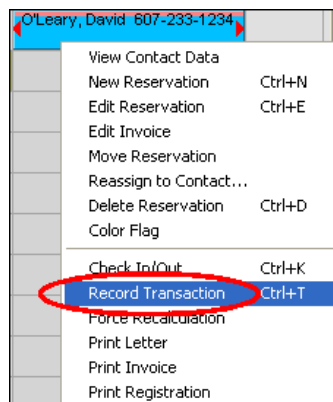


- Click the Update Item button (C) on the Edit Invoice screen.
- Repeat steps 2 through 4 for the other night that will be reassigned to unit 115.
- Click the Save Close button on the Edit Invoice screen.
- The room move is now scheduled on the Daily screen. When selecting one reservation, the other is automatically selected.

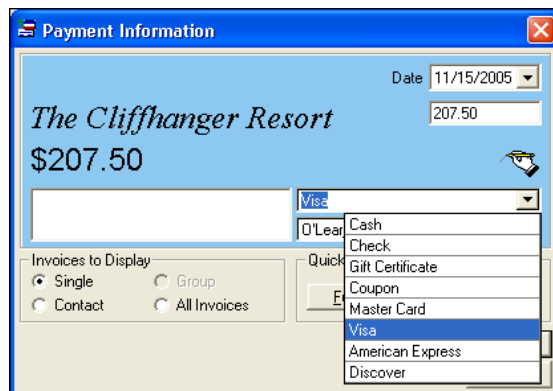
## POSTING PAYMENTS

Use the following steps for posting a guest payment.

- From the Daily screen, right-click the reservation and select Record Transaction.



- The Payment Information window is displayed. Select the appropriate payment type.



3. Use one of the following methods for recording a payment.
  - a. Click the Save button to accept the default deposit amount defined in Tools > Unit and Rate Setup > Revenue Accounts, Deposits.

The dollar amount in the Payment Information screen defaults to the preset deposit rule amount.

The screenshot shows the 'Payment Information' dialog box. At the top, the date is set to 11/15/2005. Below the date, the amount '207.50' is displayed in a text box and circled in red. The text 'The Cliffhanger Resort' and '\$207.50' are shown in a larger font. Below this, there are dropdown menus for 'Visa' and 'O'Leary'. At the bottom, there are buttons for 'Full', 'Deposit', 'Refund', 'Save', and 'Cancel'. The 'Save' button is circled in red.

- b. Click the Full button, and then the Save button, to record a payment equal to the reservation's total balance due.

Click the Full button to record a payment equal to the reservation's total balance due.

The screenshot shows the 'Payment Information' dialog box. The date is still 11/15/2005. The amount has been updated to '460.25' and is circled in red. The text 'The Cliffhanger Resort' and '\$460.25' are shown. Below this, the 'Full' button in the 'Quick Amount Selection' group is circled in red. The 'Save' button at the bottom is also circled in red.

- c. Manually enter a specific other dollar amount in the circled box and click the Save button.



***These steps do not reflect a payment that is recorded using RezStream's integrated credit card processing module. In the steps highlighted above, the credit card would have to be swiped or entered manually.***

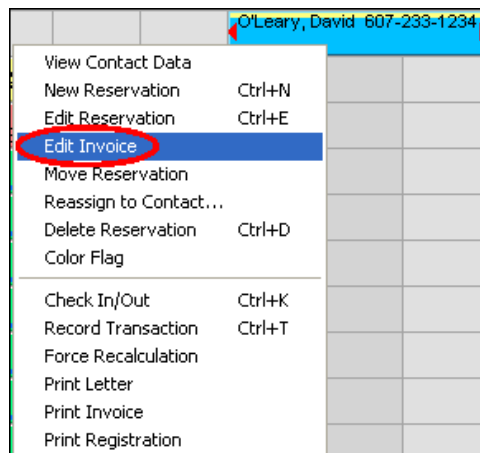
***For additional information about credit card processing in RezStream Professional, consult the RezStream Professional Credit Card Processing manual. This document is available for download from the RezStream website:***

***<http://www.rezstream.com/support/documentation/rezstream-professional/>***

## POSTING POINT OF SALE CHARGES

Use the following steps for posting a Point of Sale charge to a guest folio.

1. From the Daily screen, right-click the reservation and select Edit Invoice.



- From the Edit Invoice window, select the Add tab.

**Edit Invoice**

Invoice for: **David O'Leary**  
 31234 W. 8th Avenue  
 Nashville, TN 65543  
 607-233-1234 607-312-1234

Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
Daily	1	11/25/05			105 - Suite	1.00	\$145.00	Full Tax	\$160.81
Daily	1	11/26/05			105 - Suite	1.00	\$145.00	Full Tax	\$160.81
Daily	1	11/27/05			105 - Suite	1.00	\$125.00	Full Tax	\$138.63

**Add** | Edit | Packages

All Categories | POS Items | Adult Breakfast | Bottle of Wine | Monogrammed Wine Glasses | Rate | Yachats Music Festival

Barcode/code entry: [ ]

Item Type: POS  
 Unit Group: The Cliffhanger Reso  
 Date: 11/25/2005  
 Description: Adult Breakfast  
 Quantity: 1  
 Price: 9  
 Tax Group: Standard T

Add Item to Invoice | Modify Inventory

Totals | Payments

Daily Reservation Total: \$415.00  
 Hourly Reservation Total: \$0.00  
 Miscellaneous Items: \$0.00  
 Tax: \$45.25  
 Charges: \$460.25  
 Paid: \$100.00  
 Due: \$360.25

Save Close | Cancel

- Select the POS item to be added to the guest folio from the list (A) and make any necessary changes to the quantity, price, or tax group (B). In this example, we are adding a bottle of wine that costs \$25.00.

**Add** | Edit | Packages

All Categories | POS Items | Adult Breakfast | **Bottle of Wine** | Monogrammed Wine Glasses | Rate | Yachats Music Festival

Barcode/code entry: [ ]

Item Type: POS  
 Unit Group: The Cliffhanger Reso  
 Date: 11/25/2005  
 Description: Bottle of Wine  
 Quantity: 1  
 Price: 25  
 Tax Group: Standard T

**Add Item to Invoice** | Modify Inventory

Totals | Payments

Daily Reservation Total: \$415.00  
 Hourly Reservation Total: \$0.00  
 Miscellaneous Items: **\$25.00**  
 Tax: \$47.73  
 Charges: \$487.73  
 Paid: \$100.00  
 Due: \$387.73

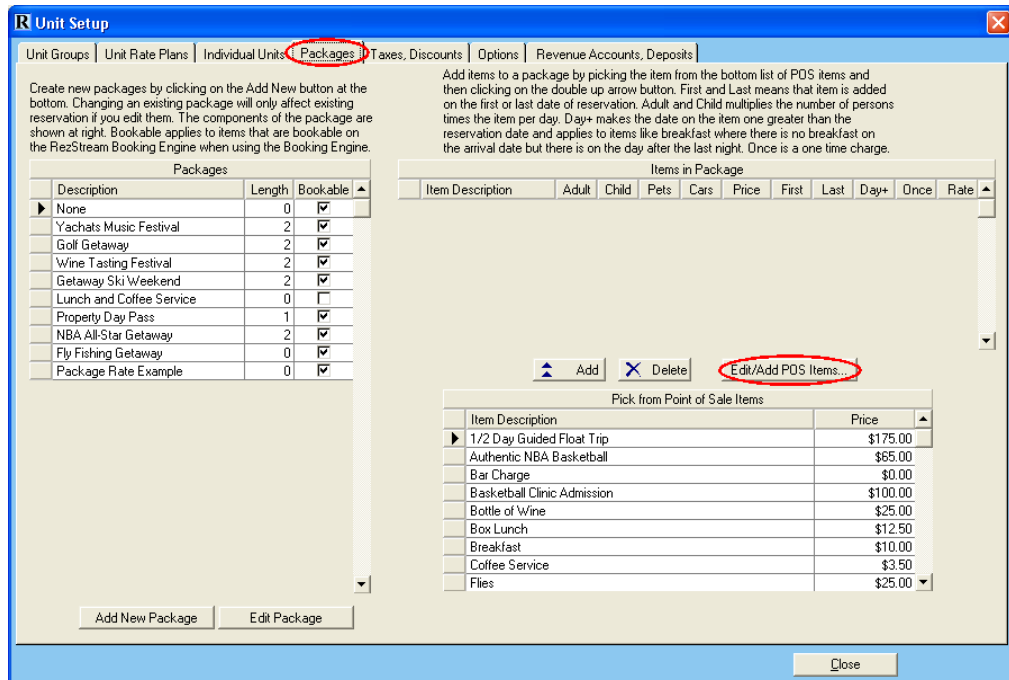
Save Close | Cancel

- Click the Add Item to Invoice button. The Miscellaneous Items field will now reflect the added bottle of wine.
- Click the Save Close button.

## KEY ITEMS

RezStream Professional allows you to flag point of sale charges as key items. Key items are charges that are posted to reservations and then displayed on a Key Item Detail report that alerts the front desk to take special action. For example, a property that specializes in weddings may have a key item called "Wedding Cake." When a "Wedding Cake" point of sale item is charged to a guest, it is imperative that the cake get ordered and delivered on time. Use the following steps to flag a point of sale item as a key item.

1. Click Tools > Unit and Rate Setup and click the Packages tab.
2. From the Packages screen, click the Edit/Add POS Items button.



- From the POS Inventory Setup screen, select the Item Setup tab (A) and click the Add New Item button (B).

**POS Inventory Setup**

Item Setup | Category Setup | Vendor Setup

All Categories

POS Items

Description	#
Adult Breakfast	0
Bottle of Wine	0
Monogrammed Wine Glasses	0
Rate	0
Yachats Music Festival	0

To modify an item in the list at left, click on it and make the changes below. Changes are saved automatically when you close the window. Click on Add New Item at lower left to create a new item.

Description: Adult Breakfast

Category: Restaurant

Tax Class: Standard Tax

Price: 9

Bar Code Data: Scan Bar Code...

Key Item: ☒ Booking Engine: ☐ Bookable Item: ☒

Inventory Item: ☐

Reorder at:

Reorder to:

Quantity: 0 Adjust Inventory...

Last Cost:

Last Vendor:

Adjustment History

Add New Item Delete Item

Close

- Define the new item fields (description, category, tax class, price, etc.) on the right-hand side of the screen and click the Key Item checkbox.

**POS Inventory Setup**

Item Setup | Category Setup | Vendor Setup

All Categories

POS Items

Description	#
Adult Breakfast	0
Bottle of Wine	0
Monogrammed Wine Glasses	0
New Item	0
Rate	0
Yachats Music Festival	0

To modify an item in the list at left, click on it and make the changes below. Changes are saved automatically when you close the window. Click on Add New Item at lower left to create a new item.

Description: Wedding Cake

Category: Restaurant

Tax Class: Standard Tax

Price: 325.00

Bar Code Data: Scan Bar Code...

Key Item: ☒ Booking Engine: ☐ Bookable Item: ☐

Inventory Item: ☐

Reorder at:

Reorder to:

Quantity: 0 Adjust Inventory...

Last Cost:

Last Vendor:

Adjustment History

Add New Item Delete Item

Close

- Key items can be added to a reservation just as you would any other POS item.



**See the following section titled *Tracking Key Items* to learn more about the *Key Item Detail* report.**

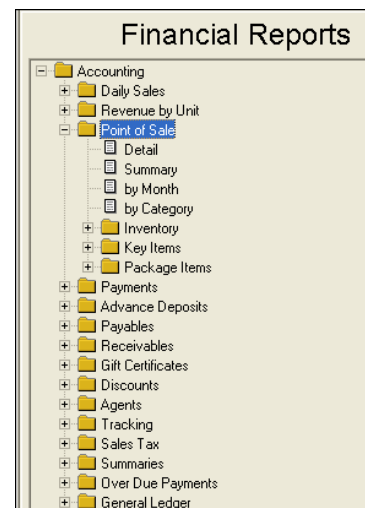
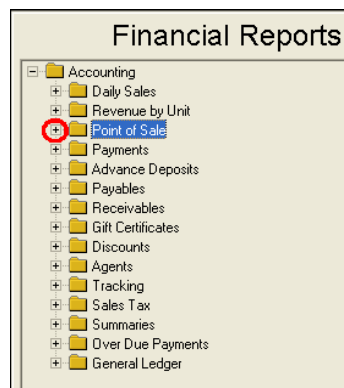
## Tracking Key Items

The Key Item Detail report can be used to keep track of key items and identify reservations that have key items posted to them. Use the following steps for printing the Key Item Detail report.

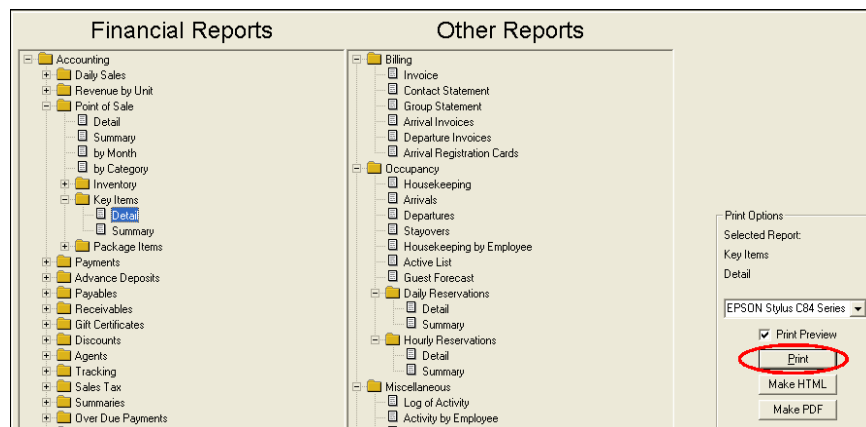
1. Click the Reports F7 button on the left-hand main toolbar.



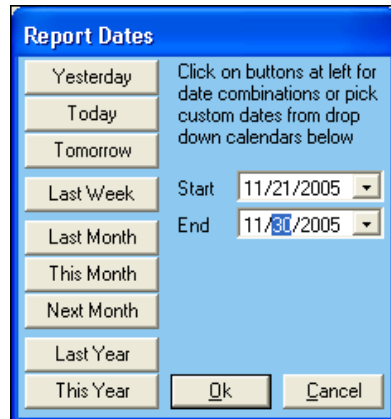
2. Click the "+" to the left of the text Point of Sale. Clicking the "+" displays all of the point of sale reports.



3. Click the "+" to the left of the Key Items folder to display the key items reports. Highlight the Detail report and click the Print button. With the Print Preview checkbox selected, the report will be first displayed to the screen.



- The Report Dates window is displayed. Enter a start and end date for the Key Items Detail report. For example, the front desk may run the report for one week in advance.



**Report Dates**

Click on buttons at left for date combinations or pick custom dates from drop down calendars below

Yesterday  
Today  
Tomorrow  
Last Week  
Last Month  
This Month  
Next Month  
Last Year  
This Year

Start: 11/21/2005  
End: 11/30/2005

Ok Cancel

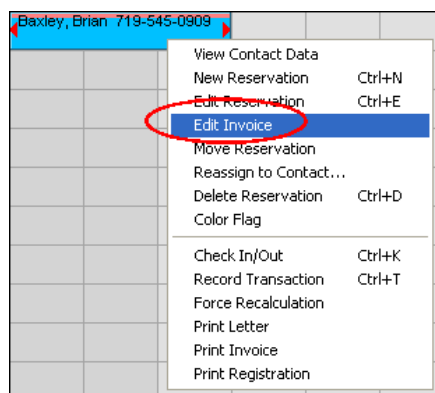
- Click the OK button to display the report to the screen. Use the print commands at the bottom of the screen to print a hard copy for the front desk.

Key Items					for: 11/21/2005 - 11/30/2005	
Item Description	Quantity	Ave Charge	Charges	Tax	Total	
11/22/2005 117/Wedding Cake/Fisher DeBerry	1		\$325.00	\$32.18	\$357.18	
11/25/2005 105/Wedding Cake/David O'Leary	1		\$325.00	\$32.18	\$357.18	
	2	\$325.00	\$650.00	\$64.36	\$714.36	
	2	\$325.00	\$650.00	\$64.36	\$714.36	
<b>Total</b>	<b>2</b>		<b>\$650.00</b>	<b>\$64.36</b>	<b>\$714.36</b>	

## POSTING PACKAGES

The Edit Invoice screen can be used to post packages to reservations. Assume a guest is arriving on a Friday night and departing on Sunday. At check in, the guest learns of the property's "Getaway Ski Weekend" package and asks the front desk clerk to add the package to his reservation. Use the following steps to post the package to the guest's reservation.

- From the Daily screen, highlight the reservation, right-click and select Edit Invoice.





- Click the Packages tab.

Add | Edit | **Packages** | Apply Discount

Package: None  
 Start Date: 11/03/2006  
 End Date: 11/05/2006  
 Party Size: 2  
 Unit Group: The Cliffhanger Reso  
 Add as Item Type: ☒ Package ☐ POS Item  
 Cost / Override: 243.00

Add Package  
 Delete Package Items

Totals | Payments |

Daily Reservation Total:	\$415.00
Hourly Reservation Total:	\$0.00
Miscellaneous Items:	\$0.00
Tax:	\$45.25
Charges:	\$460.25
Paid:	\$0.00
Due:	\$460.25

Save Close Close

- Click the Package drop-down field and select the package.

Add | Edit | **Packages** | Apply Discount

Package: Getaway Ski Weekend  
 Start Date: 11/03/2006  
 End Date: 11/05/2006  
 Party Size: 2  
 Unit Group: The Cliffhanger Reso  
 Add as Item Type: ☒ Package ☐ POS Item  
 Cost / Override: 243.00

Add Package  
 Delete Package Items

Totals | Payments |

Daily Reservation Total:	\$415.00
Hourly Reservation Total:	\$0.00
Miscellaneous Items:	\$0.00
Tax:	\$45.25
Charges:	\$460.25
Paid:	\$0.00
Due:	\$460.25

Save Close Close

- Verify the package's start date and end date. Click the Add Package button.

Add | Edit | **Packages** | Apply Discount

Package: Getaway Ski Weekend  
 Start Date: 11/03/2006  
 End Date: 11/05/2006  
 Party Size: 2  
 Unit Group: The Cliffhanger Reso  
 Add as Item Type: ☒ Package ☐ POS Item  
 Cost / Override: 585.00

Add Package  
 Delete Package Items

Totals | Payments |

Daily Reservation Total:	\$415.00
Hourly Reservation Total:	\$0.00
Miscellaneous Items:	\$0.00
Tax:	\$45.25
Charges:	\$460.25
Paid:	\$0.00
Due:	\$460.25

Save Close Close



**Package start and end dates do NOT have to match the reservation's arrival and departure dates.**



**Multiple packages can be posted to a single invoice.**

5. The individual point of sale items (Massage, 2-Day Adult Lift Ticket, Adult Breakfast) associated with the package are now displayed at the top of the Edit Invoice screen. The total package cost is also shown in the Miscellaneous Items charge (\$585.00) in the Totals tab at the bottom right-hand corner of the Edit Invoice screen.

**Edit Invoice**

Invoice for: **Brian Baxley**  
4434 W. Prairie Road  
Ellicott, CO 80912  
719-545-0909

Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
Package	1	11/03/06			Full Day Adult Lift Ticket	2.00	\$130.00	Local	\$134.68
Package	1	11/03/06			Massage (1 Hr.)	2.00	\$150.00	Standard	\$164.85
Daily	1	11/03/06			110 - Suite	1.00	\$145.00	Full Tax	\$160.81
Package	1	11/04/06			Full Day Adult Lift Ticket	2.00	\$130.00	Local	\$134.68
Package	1	11/04/06			Breakfast	2.00	\$15.00	Local	\$15.54
Daily	1	11/04/06			110 - Suite	1.00	\$145.00	Full Tax	\$160.81
Package	1	11/05/06			Full Day Adult Lift Ticket	2.00	\$130.00	Local	\$134.68
Package	1	11/05/06			Breakfast	2.00	\$15.00	Local	\$15.54
Daily	1	11/05/06			110 - Suite	1.00	\$125.00	Full Tax	\$138.63
Package	1	11/06/06			Breakfast	2.00	\$15.00	Local	\$15.54

Package: Getaway Ski Weekend  
 Start Date: 11/03/2006  
 End Date: 11/05/2006  
 Party Size: 2  
 Unit Group: The Cliffhanger Reso  
 Add as Item Type: ☒ Package ☐ POS Item  
 Cost / Override: 585.00 585.00

**Totals**  
 Daily Reservation Total: \$415.00  
 Hourly Reservation Total: \$0.00  
 Miscellaneous Items: **\$585.00**  
 Tax: \$75.76  
 Charges: \$1,075.76  
 Paid: \$0.00  
 Due: **\$1,075.76**

6. Once a package is posted to a reservation, it is listed on the Contact Data screen.

**Packages**

Getaway Ski Weekend

Vehicle Description

Invoice Referral Source: Repeat Business

Reason for reservation: None

Custom 1  
 Custom 2  
 Custom 3  
 Custom 4  
 Custom 5  
 Custom 6

### Overriding the Package Price

The Edit Invoice screen can also be used to override package pricing totals. For example, the Weekend Ski Getaway may be discounted 10% for a guest who is a part of the property's loyalty program. Use the following steps to apply the package discount.

1. From the Daily screen, highlight the reservation, right-click, and select Edit Invoice.

2. The Edit Invoice screen is displayed. Click the Apply Discount tab.

**Edit Invoice**

Invoice for: **Brian Baxley**  
 4434 W. Prairie Road  
 Ellicott, CO 80912  
 719-545-0909

Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
Daily	1	11/03/06			110 - Suite	1.00	\$145.00	Full Tax	\$160.81
Package	1	11/04/06			2-Day Adult Lift Ticket	2.00	\$240.00	Standard	\$263.76
Package	1	11/04/06			Massage (1 Hr.)	2.00	\$150.00	Standard	\$164.85
Daily	1	11/04/06			110 - Suite	1.00	\$145.00	Full Tax	\$160.81
Daily	1	11/05/06			110 - Suite	1.00	\$125.00	Full Tax	\$138.63
Package	1	11/05/06			Adult Breakfast	2.00	\$18.00	Local	\$18.65

Discount:

Enter discount here. Add a percent sign for percentage discounts. Enter dollar per item discount as a number with no currency symbol.  
 Dollar discounts apply to each item times the quantity.  
 For example: Coffee Mug x Quantity 3 x price \$10 x discount \$3 will be \$7 x 3 for a total price of \$21.

Apply to:  
☒ Selected Item  
☐ All Items  
☐ Items by Type

☐ Daily Unit  
☐ Hourly Unit  
☐ POS  
☐ Package

Totals | Payments

Daily Reservation Total: \$415.00  
 Hourly Reservation Total: \$0.00  
 Miscellaneous Items: \$408.00  
 Tax: \$84.51  
 Charges: \$907.51  
 Paid: \$0.00  
 Due: **\$907.51**

3. Select the percentage from the Discount drop-down list (A), select the Items by Type radio button (B), and enter a checkmark next to Package (C). Click the Apply Discount button (D).

Discount:  **A**

Enter discount here. Add a percent sign for percentage discounts. Enter dollar per item discount as a number with no currency symbol.  
 Dollar discounts apply to each item times the quantity.  
 For example: Coffee Mug x Quantity 3 x price \$10 x discount \$3 will be \$7 x 3 for a total price of \$21.

Apply to:  
☐ Selected Item  
☐ All Items **B**  
☒ Items by Type

☐ Daily Unit  
☐ Hourly Unit  
☐ POS  
☒ Package **C**

**D**

Totals | Payments

Daily Reservation Total: \$415.00  
 Hourly Reservation Total: \$0.00  
 Miscellaneous Items: \$408.00  
 Tax: \$84.51  
 Charges: \$907.51  
 Paid: \$0.00  
 Due: **\$907.51**



**Dollar amount discounts can also be applied to the package point of sale items. For additional information on applying discounts, please refer to the Applying Automatic Discounts section on page 134.**

- The discount is applied to each point of sale item in the package.

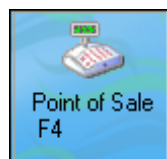
- Click the Save Close button.

### ***Adding Packages with No Room Assignment***

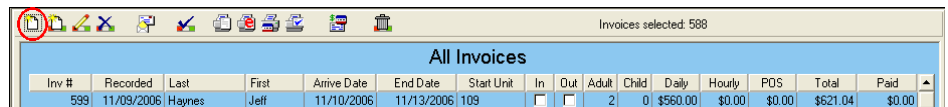
Certain properties may have a need to post packages to guests who are not staying at the property. For example, a resort property may offer day passes to people who would like to use the property's facilities but are not staying in a guest room. In this example, a package can be created and then posted to invoices from the Edit Invoice screen.

Use the following steps to post a package with no room assignment.

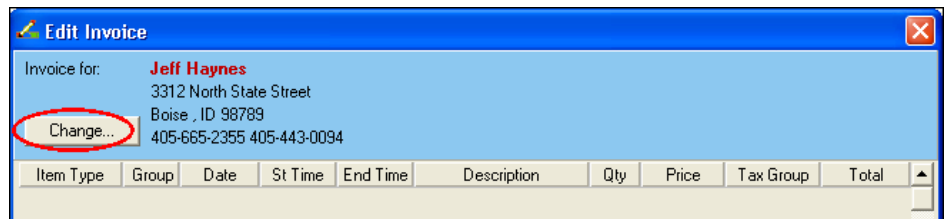
- Click the Point of Sale F4 button on the main RezStream Professional toolbar.



- From the Point of Sale screen, click the Add New Invoice button on the top toolbar.



- Click the Change button at the top of the screen to add an invoice for a new guest.



- The RezStream Professional Name Search window is displayed. Enter the guest's last and first name in the blank name fields and then click the New button. Alternatively, you may select a name from guest history and click the Select button.



- Click the Packages tab (A), select a previously defined package from the drop-down list (B), and click the Add Package button (C).

**Edit Invoice**

Invoice for: **Susan Taylor**

Change...

Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
-----------	-------	------	---------	----------	-------------	-----	-------	-----------	-------

Add | Edit | **Packages** | Apply Discount

Package: **Property Day Pass**  
 Start Date: 11/09/2006  
 End Date: 11/09/2007  
 Party Size: 1  
 Unit Group: The Cliffhanger Reso  
 Add as Item Type: ☒ Package ☐ POS Item  
 Cost / Override: 60.00 60.00

Add Package  
 Delete Package Items

Totals | Payments

Daily Reservation Total: \$0.00  
 Hourly Reservation Total: \$0.00  
 Miscellaneous Items: \$0.00  
 Tax: \$0.00  
 Charges: \$0.00  
 Paid: \$0.00  
 Due: \$0.00

Save Next | Save Close | Close

- The individual point of sale items associated with this package are added to the invoice.

**Edit Invoice**

Invoice for: **Susan Taylor**

Change...

Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
Package	1	11/09/06			Meals	1.00	\$25.00	Full Tax	\$27.73
Package	1	11/09/06			Property Day Pass	1.00	\$35.00	Standard	\$38.47

Add | Edit | Packages | Apply Discount

Package: Property Day Pass  
 Start Date: 11/09/2006  
 End Date: 11/09/2007  
 Party Size: 1  
 Unit Group: The Cliffhanger Reso  
 Add as Item Type: ☒ Package ☐ POS Item  
 Cost / Override: 60.00 60.00

Add Package  
 Delete Package Items

Totals | Payments

Daily Reservation Total: \$0.00  
 Hourly Reservation Total: \$0.00  
 Miscellaneous Items: \$60.00  
 Tax: \$6.20  
 Charges: \$66.20  
 Paid: \$0.00  
 Due: \$66.20

Save Next | Save Close | Close



**For additional information on defining packages in RezStream Professional, please consult the section of this document titled, "Defining Packages" on page 81.**

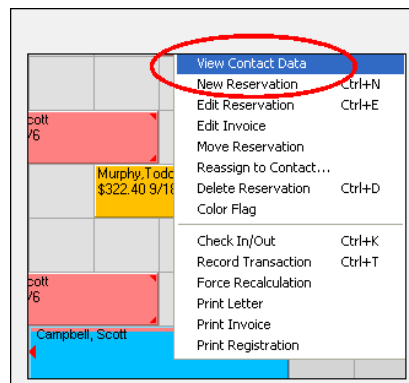
## CORRECTING PAYMENTS AND POSTINGS

Use the steps outlined in this section for correcting payments or charges that are mistakenly posted to an invoice.

### CORRECTING PAYMENTS

If a payment amount is entered incorrectly, it can be edited using the following steps.

1. From the Daily screen, select the reservation, right-click and choose the option for View Contact Data.



2. Click the Payments tab. Payment history for the selected reservation is listed.

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
650	11/14/2006	11/22/2006	11/24/2006	101	3	\$476.87	\$152.00	650

Guest Info		Invoice Notes		Private Notes		Travel Agent		Custom Notes		Payments	
Date	Paid to Inv	Pay Type	CC #	CC Return							
11/15/2006	\$152.00	Visa									

First Deposit	
Due	11/14/06
Amount	0

Second Deposit	
Due	11/14/06
Amount	0

3. Choose the payment line to be edited and click the Edit button.

4. The User Sign On window is displayed. Enter a username and password with an access level of 9 or 10. Only users with an access level of 9 or 10 can edit payments.

Access levels are defined by clicking Tools > Configure > Users. Normally, an access level of 9 or 10 is assigned to a front desk manager or General Manager.

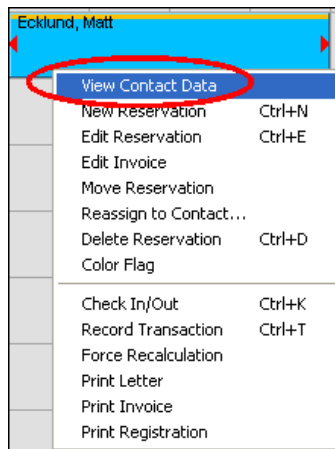
5. The Edit Payment window is displayed. Here, enter a payment date and the payment amount that should have been originally recorded. A note can also be attached to the edited payment. After completing the Edit Payment window, click the Save button. The corrected payment amount will now display on the Contact Data screen under the Payment tab.



## DELETING PAYMENTS

If a payment is entered incorrectly, it can be deleted using the following steps.

1. From the Daily screen, highlight the reservation, right-click and click View Contact Data.



2. Click the Payment tab. Payment history for the selected reservation is listed.

A screenshot of the RezStream software interface. The left pane shows contact information for David O'Leary. The right pane is titled 'Contact Invoice History 7/13' and contains a table of invoice history. Below the table, there are summary statistics and a 'Payments' tab, which is highlighted with a red circle. The 'Payments' tab shows a table with columns for Date, Paid to Inv, Pay Type, CC #, and CC Return. Below this table, there are sections for 'First Deposit' and 'Second Deposit' with fields for Due date and Amount.

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
651	11/14/2006	11/25/2006	11/26/2006	102	2	\$232.90	\$150.00	651
574	10/27/2006	11/9/2006	11/9/2006	MTG1	0	\$277.25	\$125.00	574
402	1/25/2006	1/31/2006	2/3/2006	114	4	\$443.62	\$443.62	402
350	1/17/2006	1/18/2006	1/20/2006	117	3	\$365.97	\$365.97	350
237	1/11/2006	1/10/2006	1/9/2006	MTG2	0	\$698.67	\$0.00	237
181	1/8/2006	1/20/2006	1/20/2006	107	1	\$144.17	\$0.00	181
126	11/15/2005	11/25/2005	11/27/2005	105	3	\$844.91	\$100.00	126

Starts: Sat, Nov 25, 2006    Departs: Mon, Nov 27, 2006    Length: 2    Start Unit: 102

Adult: 2    Pets: 0    Daily Reservation Total: \$210.00    Charges: \$232.90

Child: 0    Cars: 0    Hourly Reservation Total: \$0.00    Paid: \$150.00

Checked In:    Point of Sale Charges: \$0.00    Due: \$82.90

Checked Out:    Tax: \$22.90    Last Change: 11/14/2006

Date	Paid to Inv	Pay Type	CC #	CC Return
11/15/2006	\$150.00	Visa		

First Deposit: Due 11/14/06, Amount 0

Second Deposit: Due 11/14/06, Amount 0

- Choose the payment line to be deleted and click the Delete button.

The screenshot shows the 'Payments' tab with a table of payment lines. The first line is dated 11/15/2006, for \$150.00, via Visa. To the right, there are sections for 'First Deposit' and 'Second Deposit', each with 'Due' and 'Amount' fields. At the bottom, there are buttons for 'Add...', 'Edit...', 'Delete...' (circled in red), and 'Reassign...'.

- The User Sign On window is displayed. Enter a username and password with an access level of 9 or 10. Only users with an access level of 9 or 10 can delete payments.

The 'User Sign On' window has a title bar and a message: 'Select User Name from drop down list and type in password'. It features a dropdown menu with 'Administrator' selected, a password input field, and an 'OK' button.

- The Confirm Payment Deletion window is displayed. Click OK to delete the payment. The deleted payment will no longer appear under the Payment tab on the Contact Data screen.

The 'Confirm Payment Deletion' window has a title bar and a message: 'Confirm payment deletion. There is no way to restore a deleted payment.' It contains 'OK' and 'Cancel' buttons.

## DELETING POSTINGS

Point of sale charges can be posted to guest invoices. When a point of sale charge is incorrectly posted to a reservation, use the following steps for removing the charge.

- From the Daily screen, right-click on the reservation to be edited and select "Edit Invoice."

The screenshot shows a context menu for a reservation. The menu items are: View Contact Data, New Reservation (Ctrl+N), Edit Reservation (Ctrl+E), Edit Invoice (circled in red), Move Reservation, Reassign to Contact..., Delete Reservation (Ctrl+D), Color Flag, Check In/Out (Ctrl+K), Record Transaction (Ctrl+T), Force Recalculation, Print Letter, Print Invoice, and Print Registration.

2. Highlight the POS item (A) and click the "Delete Item" button (B).

The screenshot shows the 'Edit Invoice' window for 'Jeff Falivene'. It contains a table with the following data:

Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
Daily	1	03/08/07			107 - King	1.00	\$150.00	Full Tax	\$166.35
Daily	1	03/09/07			107 - King	1.00	\$130.00	Full Tax	\$144.17
Daily	1	03/10/07			107 - King	1.00	\$130.00	Full Tax	\$144.17
POS	1	03/08/07			Restaurant Charge	1.00	\$64.50	Standard	\$70.88

A red arrow labeled 'A' points to the 'POS' row. Below the table, there are buttons for 'Add', 'Edit', 'Packages', and 'Apply Discount'. The 'Delete Item' button is circled in red and labeled 'B'. To the right of these buttons, there are input fields for 'Item Type' (POS), 'Unit Group' (The Cliffhanger Reso), 'Date' (03/08/2007), 'Description' (Restaurant Charge), 'Quantity' (1), 'Price' (64.5), 'Discount' (0%), 'Tax Group' (Standard T), and 'Total' (\$70.88). At the bottom right, there is a 'Save Close' button circled in red and a 'Close' button.

Click the "Save Close" button.

3. The Edit Invoice screen reflects the invoice change.

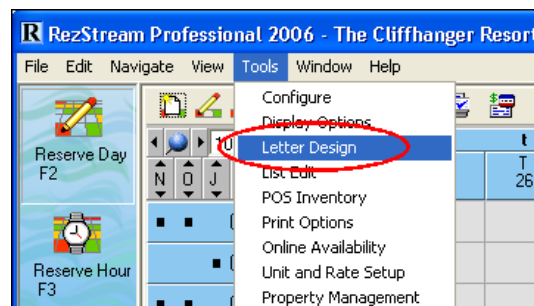
## REGISTRATION CARDS

Registration cards made available in RezStream Professional can be modified to match your property's pre-printed forms. Alternatively, a custom registration card can be designed in RezStream Professional and then printed on plain paper. Once your property's registration card is formatted, registration cards can be printed in a batch for the day's arrivals. This section provides details on the following topics.

- Formatting registration cards
- Printing registration cards

### FORMATTING REGISTRATION CARDS

Registration cards are formatted by clicking Tools > Letter Design.




The Letter Template Design window is displayed. Click the Registration Card radio button on the left-hand side of the screen. A pre-installed registration card example is displayed.

Please Verify And Correct any errors or missing information		
Name(s) <LAST>, <FIRST>		Room: <LUNIT>
Address <ADDRESS1>		Check In: <ARRIVAL>
City, St Zip <ADDRESS2>		Check Out: <DEPARTURE>
Home Phone <CPHONE>		Rate: <RATE>
Work Phone <CBPHONE>	Other Phone	Nights: <DAYS>
E-mail <CEMAIL>		Party Size: <PARTY>
Additional Guests <FIRST2>		Charges: <TOTAL>
Special Requests <CNOTE> <INOTE>		Deposit: <PAID>
		Balance: <DUE>
<b>Important Notice To Guests - Please Read</b> This is Where you would type a really lengthy policy for your guests to read before they sign the registration card		
		Check Out Time 11:00 am. Robes at Check-In 1 2 3
		I have read and agree to all conditions on the card. <CONFIRMATION>

In this section, we will customize a registration card to print on a standard 8 1/2" x 11" piece of paper. The customized registration card will include:

- the property's logo
- text
- letter codes

The finished customized registration card is displayed below.



---

Thank you for choosing The Powder Hound Inn for your stay.  
Please verify the information listed below and sign the registration card.

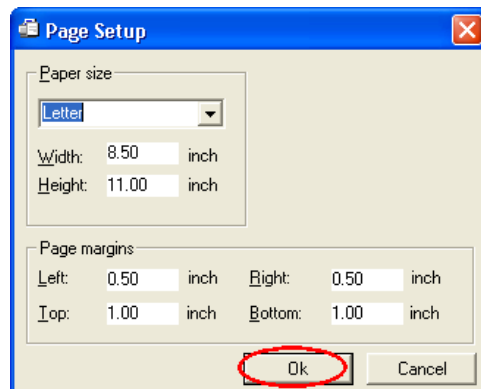
<b>Name:</b>	<NAME>	<b>Adults/Children:</b>	<ADULTS>/<CHILDREN>
<b>Address 1:</b>	<ADDRESSLINE1>	<b>Arrival:</b>	<ARRIVAL>
<b>Address 2:</b>	<ADDRESSLINE2>	<b>Departure:</b>	<DEPARTURE>
<b>City, State, Zip:</b>	<ADDRESS2>	<b>Rate:</b>	<RATE>
<b>Email:</b>	<CEMAIL>	<b>Car Make:</b>	<CUSTOM2>
<b>Special Requests:</b>	<CNOTE>	<b>Car Model:</b>	<CUSTOM3>


Signature: \_\_\_\_\_

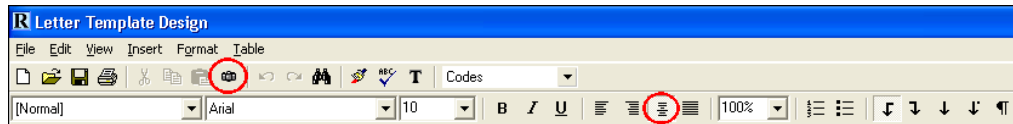
*The Powder Hound Inn*  
 4807 Ski Hill Road  
 Ski Town, CO 81658  
 888-333-1122


Use the steps below to create the customized registration card.

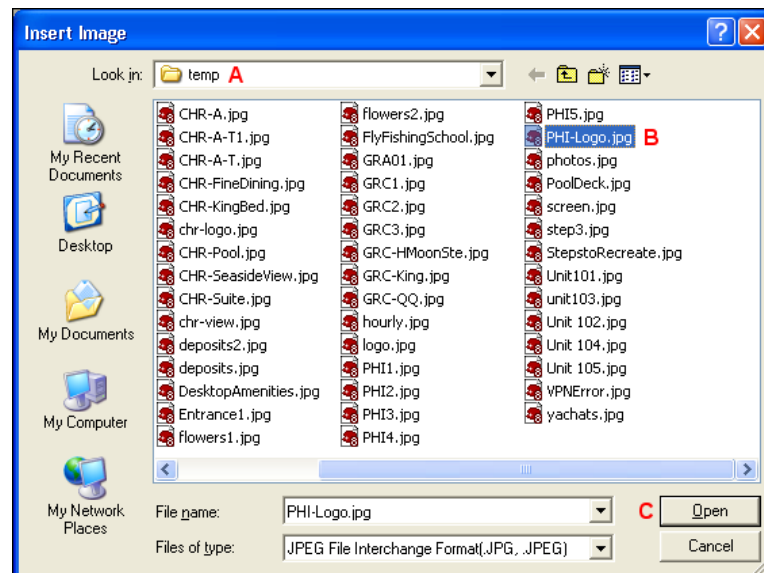
1. Highlight all of the text and the table in the pre-installed sample registration card and press the <DELETE> key.
2. From the top toolbar in the Letter Template Design form, click File > Page Setup and set the paper size and page margins.



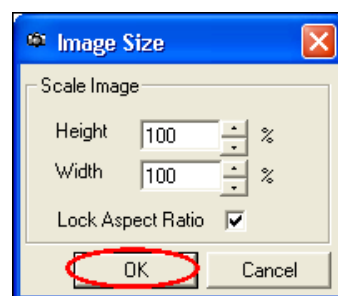
3. Click the OK button.
4. To center the property's logo at the top of the page click the Center Justify button (  ) on the top toolbar.





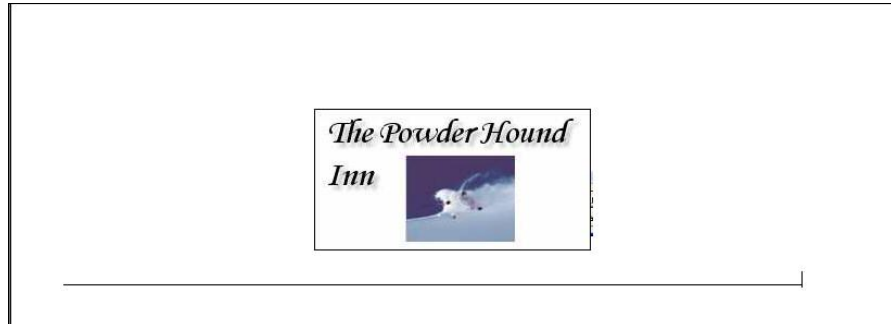
- a. Click the Insert Image button (  ) on the top toolbar.
- b. Browse to the folder where the logo is stored (A), highlight the logo (B), and click the Open button (C).





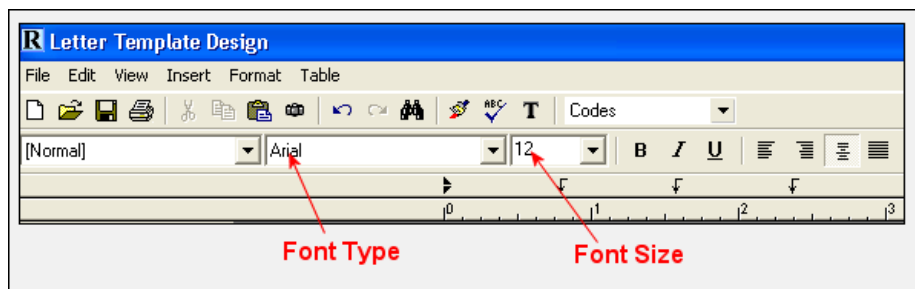
- c. Re-size the logo by double-clicking it. The Image Size dialog box is displayed. Set the height and width percentage and click the OK button.



5. To add a line underneath the property logo, click the Left Justify button () on the top toolbar.
- Click the Underline button () on the top toolbar.
  - Press the <TAB> key to extend the underline across the page.



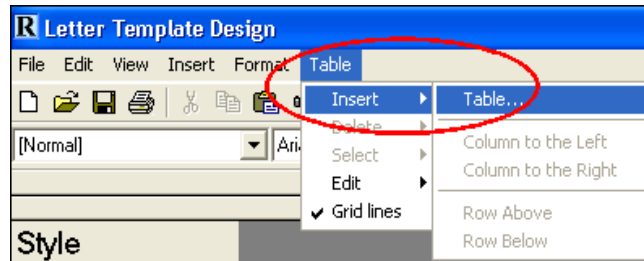
6. Text will now be added to the registration card.
- Turn off the underline function by clicking the Underline button () again on the top toolbar.
  - Center the text by clicking the Center Justify button () on the top toolbar.
  - Select a Font Type and Font Size using the drop-down menus on the top toolbar.



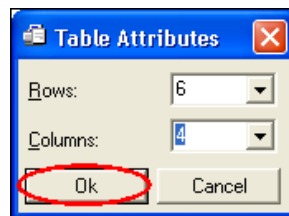
- Type the text as you would in any word processing program.




7. A table will now be inserted. The table will have six rows and four columns.
  - a. From the top toolbar, click Table > Insert > Table.



- b. In the Table Attributes dialog box, specify the number of rows and columns and click the OK button.






- c. The table is inserted into the registration card.



Thank you for choosing The Powder Hound Inn for your stay.  
Please verify the information listed below and sign the registration card.




8. Headings will now be inserted into the table. The headings will describe information that will be printed for each guest. In our example, the headings will be bold and left justified by clicking the Bold () and Left Justify () buttons on the top toolbar.




---

Thank you for choosing The Powder Hound Inn for your stay.  
Please verify the information listed below and sign the registration card.

<b>Name:</b>		<b>Adults/Children:</b>	
<b>Address 1:</b>		<b>Arrival:</b>	
<b>Address 2:</b>		<b>Departure:</b>	
<b>City, State, Zip:</b>		<b>Rate:</b>	
<b>Email:</b>		<b>Car Make:</b>	
<b>Special Requests:</b>		<b>Car Model:</b>	


9. The table columns can be re-sized by dragging and dropping the grid lines.



---

Thank you for choosing The Powder Hound Inn for your stay.  
Please verify the information listed below and sign the registration card.

<b>Name:</b>		<b>Adults/Children:</b>	
<b>Address 1:</b>		<b>Arrival:</b>	
<b>Address 2:</b>		<b>Departure:</b>	
<b>City, State, Zip:</b>		<b>Rate:</b>	
<b>Email:</b>		<b>Car Make:</b>	
<b>Special Requests:</b>		<b>Car Model:</b>	

10. Letter codes will now be inserted into the table. Letter codes are variables that are used to automatically insert reservation data into the registration card.
- Position the cursor into the blank table cell to the right of the "Name" heading.
  - Click the Left Justify button () on the top toolbar.

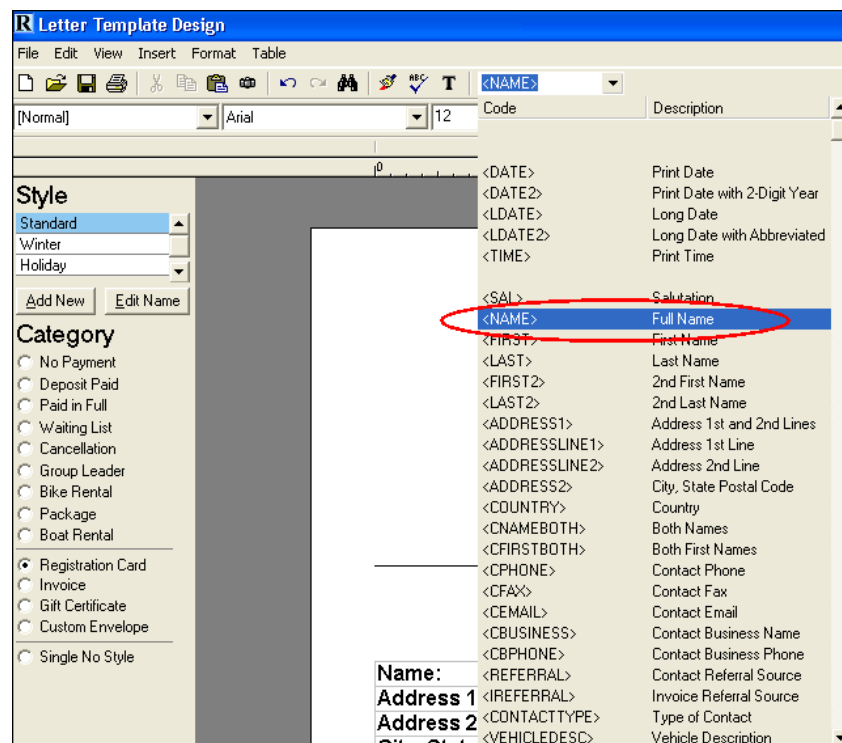


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Thank you for choosing The Powder Hound Inn for your stay.  
Please verify the information listed below and sign the registration card.

<b>Name:</b>		<b>Adults/Children:</b>	
<b>Address 1:</b>		<b>Arrival:</b>	
<b>Address 2:</b>		<b>Departure:</b>	
<b>City, State, Zip:</b>		<b>Rate:</b>	
<b>Email:</b>		<b>Car Make:</b>	
<b>Special Requests:</b>		<b>Car Model:</b>	

- Click the Codes drop-down list on the top toolbar and select the <NAME> letter code.



- d. The letter code is inserted into the specified table cell.



---

Thank you for choosing The Powder Hound Inn for your stay.  
Please verify the information listed below and sign the registration card.

Name:	<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">&lt;NAME&gt;</span>	Adults/Children:	
Address 1:		Arrival:	
Address 2:		Departure:	
City, State, Zip:		Rate:	
Email:		Car Make:	
Special Requests:		Car Model:	

- e. Repeat steps A – D in order to add the matching letter codes to the rest of the table.



---

Thank you for choosing The Powder Hound Inn for your stay.  
Please verify the information listed below and sign the registration card.

Name:	<NAME>	Adults/Children:	<ADULTS>/<CHILDREN>
Address 1:	<ADDRESSLINE1>	Arrival:	<ARRIVALL>
Address 2:	<ADDRESSLINE2>	Departure:	<DEPARTUREL>
City, State, Zip:	<ADDRESS2>	Rate:	<RATE>
Email:	<CEMAIL>	Car Make:	<CUSTOM2>
Special Requests:	<CNOTE>	Car Model:	<CUSTOM3>

- f. In our example, Car Make and Car Model are tracked on the Contact Data screen. The letter codes corresponding to these fields are <CUSTOM2> and <CUSTOM3>.

**Contact Invoice History 18/42**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
559	10/25/2006	10/30/2006	11/1/2006	111	3	\$499.05	\$0.00	559
558	10/18/2006	10/22/2006	10/24/2006	104	3	\$285.00	\$0.00	558
557	10/18/2006	10/22/2006	10/24/2006	103	3	\$450.00	\$0.00	557
555	10/18/2006	10/22/2006	10/24/2006	101	3	\$450.00	\$0.00	555
541	10/17/2006	10/19/2006	10/21/2006	112	3	\$360.44	\$0.00	541
540	10/8/2006	9/30/2006	10/3/2006	111	4	\$643.22	\$0.00	540
496	4/3/2006	4/11/2006	4/14/2006	104	4	\$655.42	\$300.00	496
478	3/8/2006	2/7/2006	2/10/2006	121	4	\$476.87	\$476.87	478
420	2/8/2006	2/7/2006	2/9/2006	105	3	\$415.89	\$125.00	420
389	1/25/2006				5	\$0.00	\$0.00	389

Starts: Mon, Oct 30, 2006    Departs: Thu, Nov 02, 2006    Length: 3    Start Unit: 111

Adults: 2    Daily Reservation Total: \$450.00    Charges: \$499.05

Children: 0    Hourly Reservation Total: \$0.00    Paid: \$0.00

Checked In:    Point of Sale Charges: \$0.00    Due: \$499.05

Checked Out:    Tax: \$49.05

Guest Info:    Invoice Notes:    Private Notes:    Travel Agent:    Custom Notes:    Payments

Payment Data:    Confirmation # 559    AD    Party Size: 3    Invoice Check Box Flags

Visa    Last Change 10/25/2006    Tax Exempt

Swipe Card...    Cancellation #    Attention

Credit Card Data    Arrive    Custom 2

Exp    Depart    Custom 3

Letter    Standard    Custom 4

Group    Checked In    Out    Custom 5

Credit Card Hold    Batch Print    Flag    Custom 6

11. Below the table, we will add a signature line.

- Click the Left Justify button ( ) on the top toolbar.
- Type "Signature:"
- Press the <TAB> key.
- Click the Underline button ( ) on the top toolbar.
- Press the tab key five times to make a line long enough for a signature.




**The Powder Hound Inn**

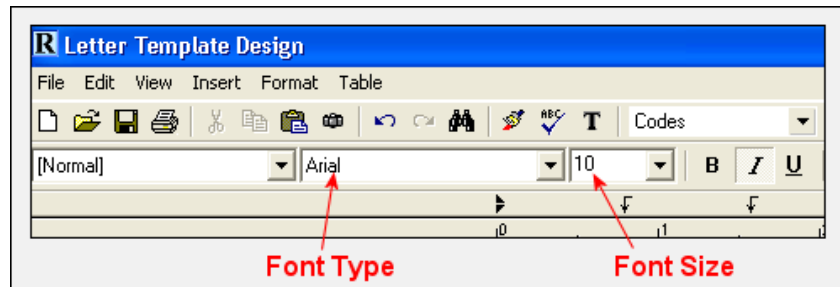
---

Thank you for choosing The Powder Hound Inn for your stay.  
Please verify the information listed below and sign the registration card.


<b>Name:</b>	<NAME>	<b>Adults/Children:</b>	<ADULTS>/<CHILDREN>
<b>Address 1:</b>	<ADDRESSLINE1>	<b>Arrival:</b>	<ARRIVALL>
<b>Address 2:</b>	<ADDRESSLINE2>	<b>Departure:</b>	<DEPARTUREL>
<b>City, State, Zip:</b>	<ADDRESS2>	<b>Rate:</b>	<RATE>
<b>Email:</b>	<CEMAIL>	<b>Car Make:</b>	<CUSTOM2>
<b>Special Requests:</b>	<CNOTE>	<b>Car Model:</b>	<CUSTOM3>

Signature: \_\_\_\_\_

12. To complete the registration card, the property's contact information will be centered at the bottom of the registration card.
  - a. Press the <ENTER> key twice to skip a line before starting a new line.
  - b. Click the Center Justify button () on the top toolbar.
  - c. Turn off the underline feature by clicking the Underline button () on the top toolbar.
  - d. Click the Italics button () on the top toolbar.
  - e. Select a Font Type and Font Size using the drop-down menus on the top toolbar.



- f. Type the contact information as you would in any word processing program.



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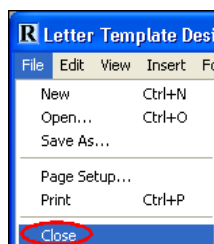
Thank you for choosing The Powder Hound Inn for your stay.  
Please verify the information listed below and sign the registration card.

<b>Name:</b>	<NAME>	<b>Adults/Children:</b>	<ADULTS> / <CHILDREN>
<b>Address 1:</b>	<ADDRESSLINE1>	<b>Arrival:</b>	<ARRIVALL>
<b>Address 2:</b>	<ADDRESSLINE2>	<b>Departure:</b>	<DEPARTUREL>
<b>City, State, Zip:</b>	<ADDRESS2>	<b>Rate:</b>	<RATE>
<b>Email:</b>	<CEMAIL>	<b>Car Make:</b>	<CUSTOM2>
<b>Special Requests:</b>	<CNOTE>	<b>Car Model:</b>	<CUSTOM3>

Signature: \_\_\_\_\_

The Powder Hound Inn  
 4807 Ski Hill Road  
 Ski Town, CO 81658  
 888-333-1122

13. Save the customized registration card by clicking File > Close on the top toolbar of the Letter Template Design screen.



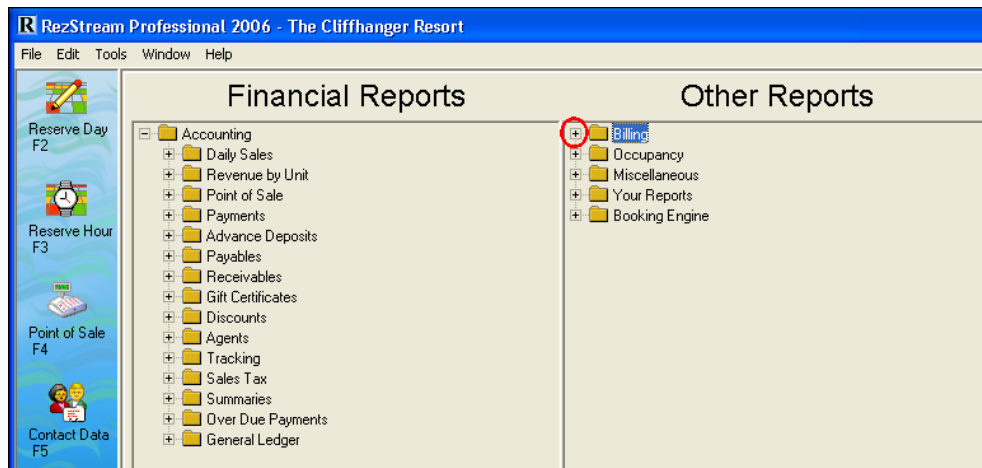
## PRINTING REGISTRATION CARDS

With the registration card formatted using the steps in the previous section, registration cards can be printed for the day's arrivals using the steps listed below.

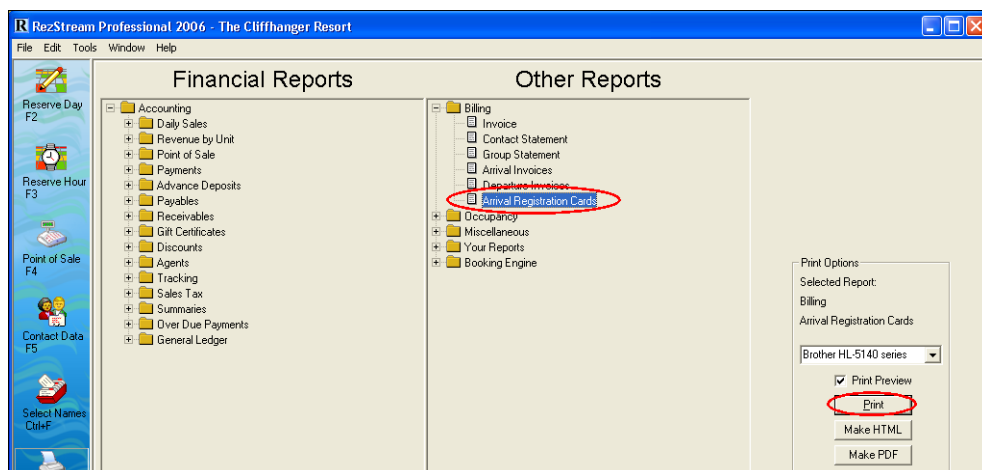
1. From the main RezStream Professional toolbar, click the Reports F7 icon.



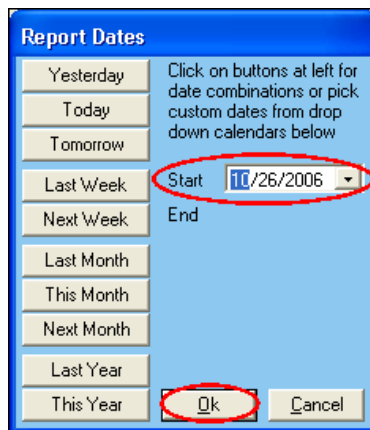
2. Expand the Billing Reports tree by clicking the "+" to the left of the heading.



3. Click to highlight Arrival Registration Cards and click the Print button.



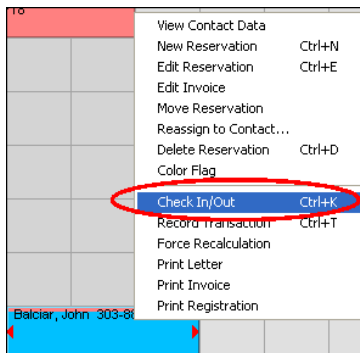
- The Report Dates dialog box is displayed. Enter the date for printing registration cards and click the OK button.



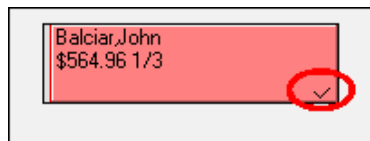
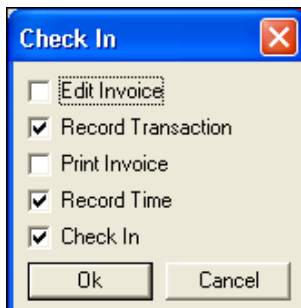
- The registration cards will now be printed for the desired date.

## CHECK IN/CHECK OUT

From the Daily screen, select a reservation and use the Check In/Out option on the right-click menu for checking guests in and out.

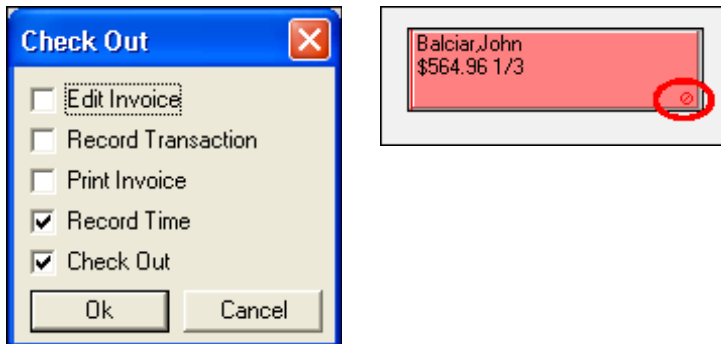


When checking a guest in, the following Check In window is displayed. A checkmark is displayed on the Daily screen when a guest is checked in.



**When the Record Transaction option is selected in the Check In window, the Payment Information window is displayed.**

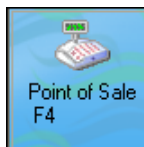
When checking a guest out, the following window is displayed. A circle with a line through it is displayed on the Daily screen when a reservation has been checked out.



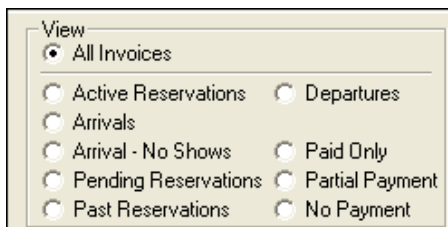
Use the Check In and Check Out windows for selecting the functions that should be performed upon Check In and Check Out.

## UTILIZING THE POINT OF SALE SCREEN AT THE FRONT DESK

The Point of Sale screen can be used to monitor daily activity at the front desk. To display the Point of Sale screen, click the Point of Sale F4 icon on the left-hand main toolbar of RezStream Professional.



By default, the radio button for All Invoices is selected in the View section at the bottom center of the Point of Sale screen. Switch to the other radio buttons in the View section to display filtered information about the current day's arrivals and departures. These filters can help front desk personnel gauge the day's activity, including arrivals, departures, reservation payment details, and no shows.



For example, clicking the Arrivals radio button quickly filters the invoice list to only display those reservations that are arriving on today's date.

Arrival Reservations

Invoices selected: 2

Inv #	Recorded	Last	First	Arrive Date	End Date	Start Unit	In	Out	Adult	Child	Daily	Hourly	POS	Total	Paid
129	11/15/2005	Emsley	Peter	11/16/2005	11/17/2005	112	<input type="checkbox"/>	<input type="checkbox"/>	2	0	\$190.00	\$0.00	\$0.00	\$210.72	\$95.00
82	11/10/2005	Ward	George	11/16/2005	11/15/2005	MTG1	<input type="checkbox"/>	<input type="checkbox"/>	1	0	\$0.00	\$375.00	\$0.00	\$415.88	\$415.88

Similarly, the Departures radio button displays only those reservations departing on today's date and the Arrivals – No Shows radio button displays reservations that were scheduled to check in but have not.



A copy of any of these view types can be printed from the Point of Sale screen by selecting the appropriate radio button (A) and then clicking the Print List button (B) at the bottom of the screen.

The screenshot shows the Point of Sale interface. On the left, there are buttons for 'New Invoice', 'Edit Invoice', and 'Delete Invoice'. In the center, there are buttons for 'Transaction', 'Gift Certificate', and 'Modify Inventory'. On the right, there is a 'View' section with radio buttons for 'All Invoices', 'Active Reservations', 'Arrival - No Shows' (selected and circled in red with label 'A'), 'Departures', 'Paid Only', 'Pending Reservations', and 'Past Reservations'. To the right of the 'View' section is a 'Select' section with checkboxes for 'Has Daily Charges', 'Has Hourly Charges', and 'Has POS Charges', along with a 'Select' button. At the bottom right, there is a 'Find' button and a 'Print List' button (circled in red with label 'B').

In addition to viewing reservations, many common front desk functions can be performed from the top toolbar on the Point of Sale screen. These functions are available once an invoice is selected by clicking on it.

The screenshot shows the Point of Sale interface with a toolbar at the top. Red arrows point to several buttons: 'Edit Selected Invoice', 'Delete Selected Invoice', 'Print Envelope', 'Check In/Out', 'Print Letter', 'Print Invoice', 'Print Registration Card', and 'Record Transaction'. The main window displays a list of invoices under the heading 'All Invoices'. The table has columns for 'Inv #', 'Recorded', 'Last', 'First', 'Arrive Date', 'End Date', 'Start Unit', 'In', 'Out', 'Adult', 'Child', 'Daily', 'Hourly', 'POS', 'Total', and 'Paid'. The table shows several rows of invoice data.

## **FILTERING RESERVATIONS BASED ON CHARGES**

The Point of Sale F4 screen can also be used to quickly search for reservations. For example, to find all past invoices with hourly charges, the "Has Hourly Charges" checkbox can be selected.

The screenshot shows a 'Select' dialog box with three checkboxes: 'Has Daily Charges', 'Has Hourly Charges' (checked), and 'Has POS Charges'. There is a 'Select' button at the bottom right.

After displaying all invoices with hourly charges, the column headings in the Point of Sale screen can be used for quickly sorting reservations. For example, click the Arrival Date column heading (A) to quickly sort reservations by Arrival Date in ascending or descending order. This sort function then makes it easy to focus on all reservations that arrived on November 10 (B) with hourly charges.

Invoices selected: 30

**Selected Invoices**

Inv #	Recorded	Last	First	Arrive Date	End Date	Start Unit	In	Out	Adult	Child	Daily	Hourly	POS	Total	Paid
83	11/10/2005	Williams	Lee	11/18/2005	11/17/2005	MTG1			1	0	\$0.00	\$490.00	\$0.00	\$543.41	\$245.00
82	11/10/2005	Ward	George	11/16/2005	11/15/2005	MTG1			1	0	\$0.00	\$375.00	\$0.00	\$415.88	\$415.88
81	11/10/2005	Dale	Joe	11/15/2005	11/14/2005	MTG1			1	0	\$0.00	\$687.50	\$0.00	\$762.44	\$0.00
80	11/10/2005	Gujda	Tracey	11/13/2005	11/12/2005	MTG1			1	0	\$0.00	\$500.00	\$0.00	\$594.50	\$0.00
77	11/10/2005	Turner	Tim	11/11/2005	11/10/2005	MTG1			1	0	\$0.00	\$490.00	\$0.00	\$543.41	\$0.00
79	11/10/2005	Lachnidt	John	11/11/2005	11/10/2005	MTG1			1	0	\$0.00	\$420.00	\$0.00	\$465.78	\$0.00
100	11/12/2005	Gujda	Tracey	11/11/2005	11/10/2005	MTG2			1	0	\$0.00	\$490.00	\$0.00	\$543.41	\$0.00
60	11/12/2005	Lachnidt	John	11/11/2005	11/13/2005	116			2	0	\$415.00	\$980.00	\$25.00	\$1,467.73	\$220.00
75	11/10/2005	Foster	Ian	11/10/2005	11/09/2005	MTG1			1	0	\$0.00	\$375.00	\$0.00	\$415.88	\$415.88
76	11/10/2005	Baxley	Brian	11/10/2005	11/09/2005	MTG1			1	0	\$0.00	\$250.00	\$0.00	\$277.25	\$0.00
98	11/12/2005	Lubick	Sonny	11/10/2005	11/09/2005	MTG2			1	0	\$0.00	\$312.50	\$0.00	\$346.57	\$346.57
99	11/12/2005	Flexor	David	11/10/2005	11/09/2005	MTG2			1	0	\$0.00	\$375.00	\$0.00	\$415.88	\$187.50
97	11/12/2005	Walker	Larry	11/09/2005	11/08/2005	MTG2			1	0	\$0.00	1,125.00	\$0.00	\$1,247.63	\$562.50
74	11/10/2005	Ecklund	Matt	11/09/2005	11/08/2005	MTG1			1	0	\$0.00	\$375.00	\$0.00	\$415.88	\$415.88
72	11/10/2005	Foster	Ian	11/08/2005	11/07/2005	MTG1			1	0	\$0.00	\$375.00	\$0.00	\$415.88	\$415.88

Double-clicking any reservation line on the Selected Invoices screen displays the Edit Invoice screen for the selected guest. Here, all charges posted to the guest are displayed.

**Edit Invoice**

Invoice for: **Sonny Lubick**  
 555 W. Prospect St.  
 Fort Collins, CO 85431  
 970-888-1234 970-GO-RAMS!

Item Type	Group	Date	St Time	End Time	Description	Qty	Price	Tax Group	Total
Hourly	1	11/10/05	09:00 AM	11:30 AM	MTG2	2.50	\$312.50	Full Tax	\$346.57

Item Type: Hourly  
 Unit Group: The Cliffhanger Reso  
 Date: 11/10/2005  
 Description: MTG2  
 Quantity: 2.5  
 Price: 125  
 Tax Group: Full Tax  
 Total: \$346.57

**Totals** | **Payments**

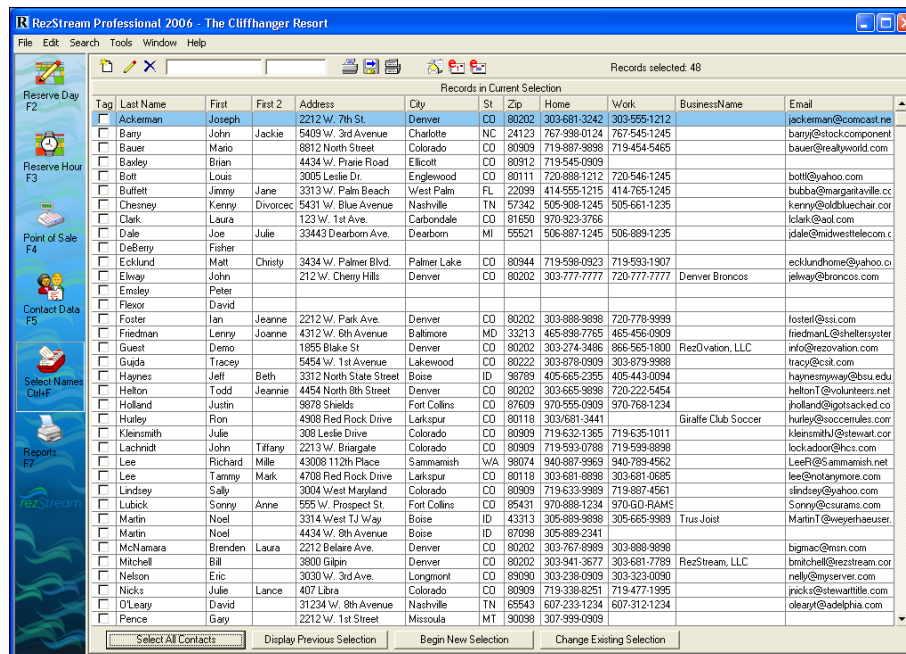
Daily Reservation Total:	\$0.00
Hourly Reservation Total:	\$312.50
Miscellaneous Items:	\$0.00
Tax:	\$34.07
Charges:	\$346.57
Paid:	\$346.57
Due:	\$0.00

## FINDING/SELECTING RESERVATIONS

The Select Names screen can be used to find an individual reservation or select a batch of reservations with certain criteria in common. Access the Select Names screen by clicking the Select Names Ctrl+F icon on the main left-hand toolbar.



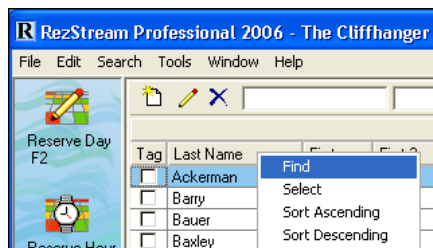
By default, all contacts are displayed in the Select Names screen.



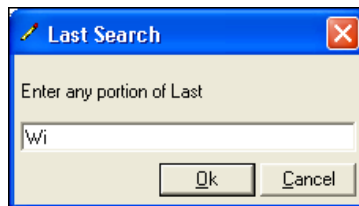
## FINDING A RESERVATION

Occasionally, front desk personnel may be required to look up information about a previous guest. In these instances, the Select Names screen can be used to find the guest and then display the Contact Data screen to find personal information. Use the following steps to find a specific reservation in the Select Names screen.

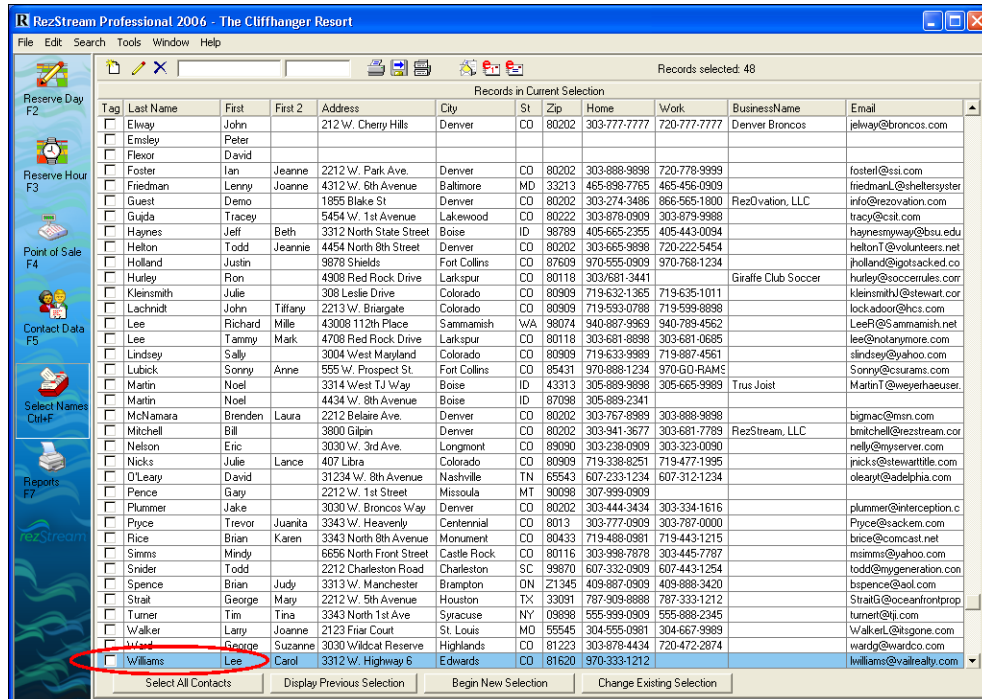
1. Left-click the column heading at the top of the Select Names screen that will be used to perform the search. Left-clicking a column heading displays a drop-down list that can be used to Find, Select, or Sort guest names. In the example below, the Find command will be used to search the Last Name field.



2. The Search window is displayed where a portion of the guest's last name can be entered.



3. Clicking the OK button highlights the first match (Williams) in the Select Names screen.



- Double-click the highlighted name to display its corresponding Contact Data screen.

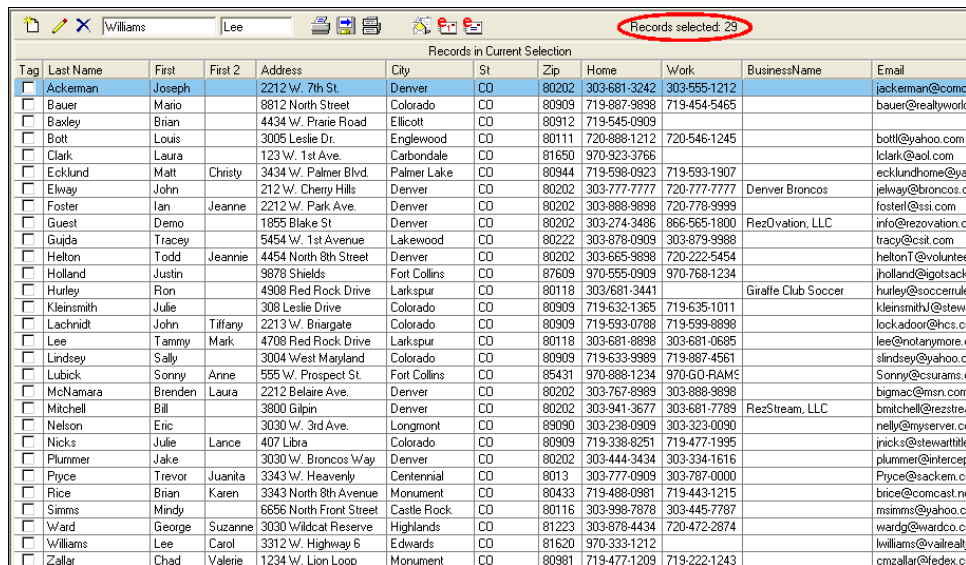
## SELECTING A BATCH OF RESERVATIONS

The Select Names screen can also be used to select a group of reservations with a common set of criteria. For example, assume the property's General Manager wants a quick count of the number of guests who have stayed at the property from the state of Colorado. Use the following steps to perform this selection.

- From the Select Names screen, left-click the State field and highlight Select from the drop-down list.

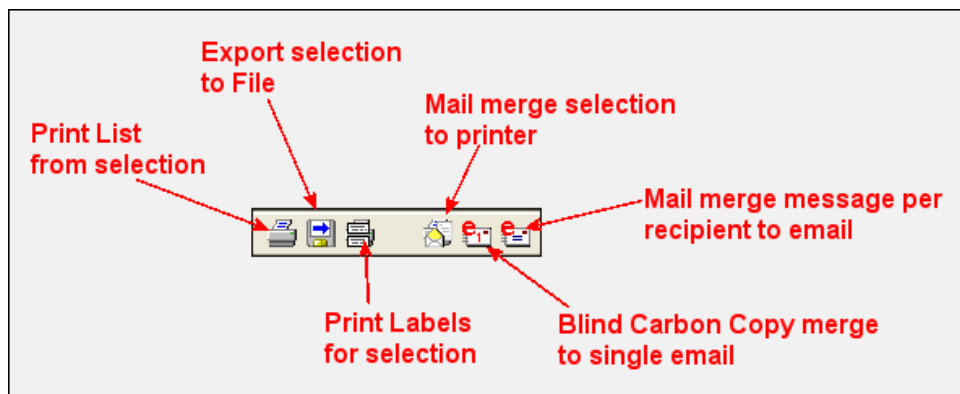
- The State Search window is displayed. Enter the State abbreviation "CO."

3. Click the OK button. Guests from the state of Colorado are displayed. The number of reservations is listed in the upper right-hand side of the screen.



Tag	Last Name	First	First 2	Address	City	St	Zip	Home	Work	BusinessName	Email
<input type="checkbox"/>	Ackerman	Joseph		2212 W. 7th St.	Denver	CO	80202	303-681-3242	303-555-1212		jackerman@comcast.net
<input type="checkbox"/>	Bauer	Mario		8812 North Street	Colorado	CO	80909	719-887-9898	719-454-5455		bauer@realityworld.com
<input type="checkbox"/>	Baxley	Brian		4434 W. Prairie Road	Ellicott	CO	80912	719-545-0909			
<input type="checkbox"/>	Bott	Louis		3005 Leslie Dr.	Englewood	CO	80111	720-888-1212	720-546-1245		bottl@yahoo.com
<input type="checkbox"/>	Clark	Laura		123 W. 1st Ave.	Carbondale	CO	81650	970-923-3766			lclark@aol.com
<input type="checkbox"/>	Ecklund	Matt	Christy	3434 W. Palmer Blvd.	Palmer Lake	CO	80944	719-598-0923	719-593-1907		ecklundhome@yahoo.com
<input type="checkbox"/>	Elway	John		212 W. Cherry Hills	Denver	CO	80202	303-777-7777	720-777-7777	Denver Broncos	jelway@broncos.com
<input type="checkbox"/>	Foster	Ian	Jeanne	2212 W. Park Ave.	Denver	CO	80202	303-888-8898	720-778-9999		fosterl@ssi.com
<input type="checkbox"/>	Guest	Demo		1855 Blake St	Denver	CO	80202	303-274-3486	866-565-1800	RezOvation, LLC	info@rezovation.com
<input type="checkbox"/>	Guida	Tracey		5454 W. 1st Avenue	Lakewood	CO	80222	303-878-0909	303-879-9988		tracy@csit.com
<input type="checkbox"/>	Hellon	Todd	Jeanne	4454 North 8th Street	Denver	CO	80202	303-665-8898	720-222-5454		hellonT@volunteer.org
<input type="checkbox"/>	Holland	Justin		9878 Shields	Fort Collins	CO	87609	970-555-0909	970-768-1234		jholland@sigoltsack.com
<input type="checkbox"/>	Hurley	Ron		4908 Red Rock Drive	Larkspur	CO	80118	303-681-3441		Giraffe Club Soccer	hurley@soccerschool.com
<input type="checkbox"/>	Kleinsmith	Julie		308 Leslie Drive	Colorado	CO	80909	719-632-1365	719-635-1011		kleinsmithj@stewarts.com
<input type="checkbox"/>	Lachnidt	John	Tiffany	2213 W. Briargate	Colorado	CO	80909	719-593-0788	719-599-8898		lockador@hcs.com
<input type="checkbox"/>	Lee	Tammy	Mark	4708 Red Rock Drive	Larkspur	CO	80118	303-681-8898	303-681-0685		lee@notanymore.com
<input type="checkbox"/>	Lindsey	Sally		3004 West Maryland	Colorado	CO	80909	719-633-9989	719-887-4561		slindsey@yahoo.com
<input type="checkbox"/>	Lubick	Sonny	Anne	555 W. Prospect St.	Fort Collins	CO	85431	970-888-1234	970-610-RAMS		Sonny@ccsurams.com
<input type="checkbox"/>	McNamara	Brenden	Laura	2212 Belaire Ave.	Denver	CO	80202	303-767-8989	303-888-9898		bigmac@msn.com
<input type="checkbox"/>	Mitchell	Bill		3800 Gilpin	Denver	CO	80202	303-941-3677	303-681-7789	RezStream, LLC	bmitchell@rezstream.com
<input type="checkbox"/>	Nelson	Eric		3030 W. 3rd Ave.	Longmont	CO	80501	303-238-0909	303-323-0090		nelly@myserver.com
<input type="checkbox"/>	Nicks	Julie	Lance	407 Libra	Colorado	CO	80909	719-338-8251	719-477-1995		jinicks@stewarttitle.com
<input type="checkbox"/>	Plummer	Jake		3030 W. Broncos Way	Denver	CO	80202	303-444-3434	303-334-1616		plummer@intercept.com
<input type="checkbox"/>	Pryce	Trevor	Juanita	3343 W. Heavenly	Centennial	CO	8013	303-777-0909	303-787-0000		Pryce@eackem.com
<input type="checkbox"/>	Rice	Brian	Karen	3343 North 8th Avenue	Monument	CO	80433	719-488-0981	719-443-1215		brice@comcast.net
<input type="checkbox"/>	Simms	Mindy		6656 North Front Street	Castle Rock	CO	80116	303-988-7878	303-445-7787		msimms@yahoo.com
<input type="checkbox"/>	Ward	George	Suzanne	3030 Wildcat Reserve	Highlands	CO	81223	303-878-4434	720-472-2874		wardg@wardco.com
<input type="checkbox"/>	Williams	Lee	Carol	3312 W. Highway 6	Edwards	CO	81620	970-333-1212			lwilliams@valleyrealty.com
<input type="checkbox"/>	Zallar	Chad	Valerie	1234 W. Lion Loop	Monument	CO	80981	719-477-1209	719-222-1243		cmzallar@tedex.com

4. After selecting a batch of reservations, the icons on the top main toolbar can be used for a variety of functions.



**See the Guest History Marketing section in the Letters and Reports section for additional information.**

## PRINTING ENVELOPES

In addition to finding reservations and selecting a batch of reservations, the Select Names screen can also be used to quickly print envelopes used for guest correspondence. In the example below, an envelope will be printed for George Strait.

1. From the Select Names Ctrl+F screen, highlight the guest's name (George Strait).

Turner Records selected: 49

Tag	Last Name	First	First 2	Address	City	St	Zip	Home	Work	BusinessName	Email
<input type="checkbox"/>	Flexor	David									
<input type="checkbox"/>	Foster	Ian	Jeanne	2212 W. Park Ave.	Denver	CO	80202	303-888-9898	720-778-9999		fosteri@ssi.com
<input type="checkbox"/>	Friedman	Lenny	Joanne	4312 W. 8th Avenue	Baltimore	MD	33213	465-898-7765	465-456-0909		friedmanL@shellersyster
<input type="checkbox"/>	Guest	Demo		1855 Blake St	Denver	CO	80202	303-274-3486	866-565-1800	RezOvation, LLC	info@rezovation.com
<input type="checkbox"/>	Gujda	Tracey		5454 W. 1st Avenue	Lakewood	CO	80222	303-878-0909	303-879-9988		tracy@csit.com
<input type="checkbox"/>	Haynes	Jeff	Beth	3312 North State Street	Boise	ID	83789	405-665-2355	405-443-0054		haynesmway@bsu.edu
<input type="checkbox"/>	Helton	Todd	Jeanne	4454 North 8th Street	Denver	CO	80202	303-665-9898	720-222-5454		heltonT@volunteers.net
<input type="checkbox"/>	Holland	Justin		9878 Shields	Fort Collins	CO	97609	970-595-0909	970-768-1234		hollandj@gotackled.co
<input type="checkbox"/>	Hutley	Ron		4908 Red Rock Drive	Lakapua	CO	80118	303-650-3441			hutleyR@comcast.net
<input type="checkbox"/>	Kleinmuth	Julie		308 Leslie Drive	Colorado	CO	80909	719-632-1365	719-635-1011	Giraffe Club Soccer	kleinmuthJ@stewart.com
<input type="checkbox"/>	Lachnadt	John	Tiffany	2213 W. Biscayne	Colorado	CO	80909	719-593-0788	719-599-8898		lockador@bcs.com
<input type="checkbox"/>	Lee	Richard	Mike	43008 112th Place	Sanmamish	WA	98074	940-887-9969	940-789-4562		LeeR@Sanmamish.net
<input type="checkbox"/>	Lee	Tammy	Mark	4708 Red Rock Drive	Larkspur	CO	80118	303-681-8898	303-681-0685		lee@notanymore.com
<input type="checkbox"/>	Lindsey	Sally		3004 West Maryland	Colorado	CO	80909	719-633-9989	719-887-4561		sindsey@csurams.com
<input type="checkbox"/>	Lubick	Sonny	Anne	555 W. Prospect St.	Fort Collins	CO	85431	970-888-1234	970-60-RAMS		Sonny@csurams.com
<input type="checkbox"/>	Martin	Noel		3314 West T.J Way	Boise	ID	43131	305-889-9898	305-665-9989	Trus Joist	MartinT@weyerhaeuser.
<input type="checkbox"/>	Martin	Noel		4434 W. 8th Avenue	Boise	ID	87098	305-889-2341			
<input type="checkbox"/>	McNamara	Brenden	Laura	2212 Belaire Ave.	Denver	CO	80202	303-767-9899	303-888-9898		bigmac@men.com
<input type="checkbox"/>	Mitchell	Bill		3800 Galpin	Denver	CO	80202	303-941-3677	303-681-7789	RezStream, LLC	bmitchell@rezstream.co
<input type="checkbox"/>	Murphy	Todd									
<input type="checkbox"/>	Nelson	Eric		3030 W. 3rd Ave.	Longmont	CO	80909	303-238-0909	303-323-0090		nelly@myserver.com
<input type="checkbox"/>	Nicks	Julie	Lance	407 Libra	Colorado	CO	80909	719-338-8251	719-477-1995		jnick@stewarttitle.com
<input type="checkbox"/>	O'Leary	David		31234 W. 8th Avenue	Nashville	TN	65543	607-233-1234	607-312-1234		clearat@adelphia.com
<input type="checkbox"/>	Pence	Gary		2212 W. 1st Street	Missoula	MT	90098	307-999-0909			
<input type="checkbox"/>	Plummer	Jake		3030 W. Broncos Way	Denver	CO	80202	303-444-3434	303-334-1616		plummer@interception.c
<input type="checkbox"/>	Pryce	Trevor	Juanita	3343 W. Heavenly	Centennial	CO	8013	303-777-0909	303-787-0000		Pryce@sackem.com
<input type="checkbox"/>	Rice	Brian	Karen	3343 North 8th Avenue	Monument	CO	80433	719-488-0981	719-443-1215		brice@comcast.net
<input type="checkbox"/>	Simms	Mindy		6656 North Front Street	Castle Rock	CO	80116	303-998-7878	303-445-7787		msimms@yahoo.com
<input type="checkbox"/>	Snider	Todd		2212 Charleston Road	Charleston	SC	99870	607-332-0909	607-443-1254		todd@mygeneration.com
<input type="checkbox"/>	Spence	Brian	Judy	3313 W. Manchester	Brampton	ON	21345	409-887-0909	409-888-3420		bspence@aol.com
<input type="checkbox"/>	Strait	George	Mary	2212 W. 5th Avenue	Houston	TX	33091	787-909-8888	787-333-1212		StraitG@oceanfrontprop
<input type="checkbox"/>	Turner	Tim	Tina	3343 North 1st Ave	Syracuse	NY	09898	555-999-0909	555-888-2345		turnett@ti.com
<input type="checkbox"/>	Walker	Larry	Joanne	2123 Finar Court	St. Louis	MO	55545	304-555-0981	304-667-9989		walkerL@tsgone.com
<input type="checkbox"/>	Ward	George	Suzanne	3030 Wildcat Reserve	Highlands	CO	81223	303-878-4434	720-472-2874		wardG@wardco.com
<input type="checkbox"/>	Williams	Lee	Carol	3312 W. Highway 6	Edwards	CO	81620	970-333-1212			llwilliams@valleatly.com
<input type="checkbox"/>	Zallar	Chad	Valerie	1234 W. Lion Loop	Monument	CO	80981	719-477-1209	719-222-1243		cmzallar@fedex.com

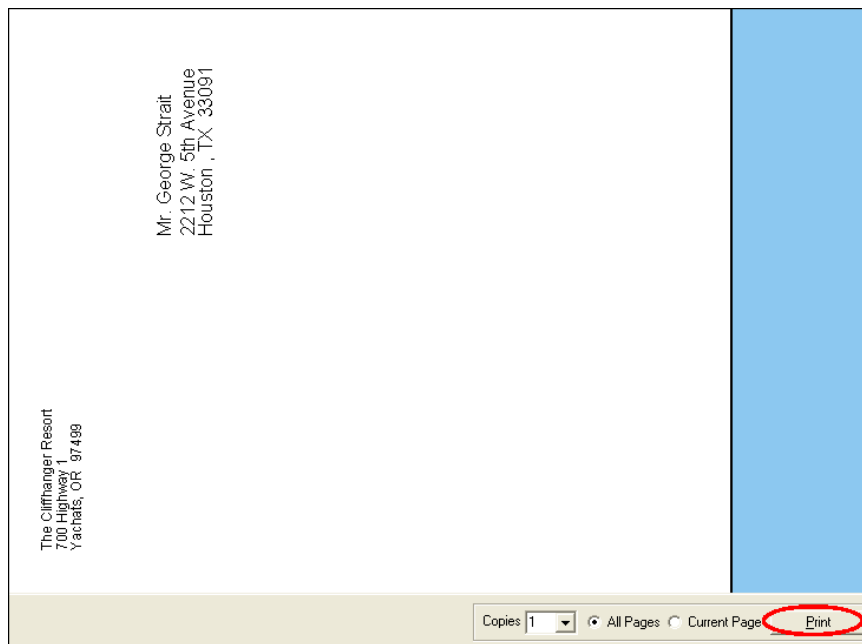
Select All Contacts    Display Previous Selection    Begin New Selection    Change Existing Selection

2. Right-click and select the option for "Print Single Envelope."

<input type="checkbox"/>	McNamara	Brenden	Laura	2212 Belaire Ave.	Denver	CO	80202	303-767-9899	303-888-9898		bigmac@men.com
<input type="checkbox"/>	Mitchell	New			Denver	CO	80202	303-941-3677	303-681-7789	RezStream, LLC	bmitchell@rezstream.co
<input type="checkbox"/>	Murphy	Delete									
<input type="checkbox"/>	Nelson	Select All			e.	Longmont	CO	80909	303-238-0909	303-323-0090	nelly@myserver.com
<input type="checkbox"/>	Nicks	Tag All			Colorado	CO	80909	719-338-8251	719-477-1995		jnick@stewarttitle.com
<input type="checkbox"/>	O'Leary	Tag Selected			venue	Nashville	TN	65543	607-233-1234	607-312-1234	clearat@adelphia.com
<input type="checkbox"/>	Pence	Remove All Tags			eeet	Missoula	MT	90098	307-999-0909		
<input type="checkbox"/>	Plummer	Remove Batch			ss Way	Denver	CO	80202	303-444-3434	303-334-1616	plummer@interception.c
<input type="checkbox"/>	Pryce	Merge Contact Records			nly	Centennial	CO	8013	303-777-0909	303-787-0000	
<input type="checkbox"/>	Rice				st Street	Monument	CO	80433	719-488-0981	719-443-1215	brice@comcast.net
<input type="checkbox"/>	Simms				Avenue	Castle Rock	CO	80116	303-998-7878	303-445-7787	msimms@yahoo.com
<input type="checkbox"/>	Snider				i Road	Charleston	SC	99870	607-332-0909	607-443-1254	todd@mygeneration.com
<input type="checkbox"/>	Spence				ester	Brampton	ON	21345	409-887-0909	409-888-3420	bspence@aol.com
<input type="checkbox"/>	Strait	Travel Agent			venue	Houston	TX	33091	787-909-8888	787-333-1212	StraitG@oceanfrontprop
<input type="checkbox"/>	Turner	Tim	Tina	3343 North 1st Ave	Syracuse	NY	09898	555-999-0909	555-888-2345		turnett@ti.com
<input type="checkbox"/>	Walker	Larry	Joanne	2123 Finar Court	St. Louis	MO	55545	304-555-0981	304-667-9989		walkerL@tsgone.com
<input type="checkbox"/>	Ward	George	Suzanne	3030 Wildcat Reserve	Highlands	CO	81223	303-878-4434	720-472-2874		wardG@wardco.com
<input type="checkbox"/>	Williams	Lee	Carol	3312 W. Highway 6	Edwards	CO	81620	970-333-1212			llwilliams@valleatly.com
<input type="checkbox"/>	Zallar	Chad	Valerie	1234 W. Lion Loop	Monument	CO	80981	719-477-1209	719-222-1243		cmzallar@fedex.com

Select All Contacts    Display Previous Selection    Begin New Selection    Change Existing Selection

3. The Print Preview window is automatically displayed. Click the Print button to print the envelope.



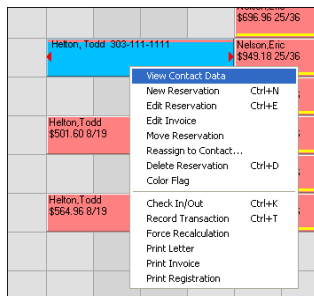
**Envelope printing defaults are stored in Tools > Print Options > Envelope Options.**

## VIEWING THE CHANGE LOG

RezStream Professional automatically tracks reservation changes. This change log can be useful for determining when a change was made to a reservation and also which reservationist made the change. For example, assume a guest is checking in and there is a discrepancy between the rate that is listed in the software and the rate the guest claims he was quoted. In this scenario, the front desk manager can easily access the change log and find out which front desk employee made the change to the reservation's rate and then determine which rate is correct.

Use the following steps for accessing the change log.

1. From the Daily screen, select the reservation, right-click and choose the View Contact Data option.





2. The Contact Data screen is displayed. Click the last change date.

**Contact Invoice History 13/27**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
650	11/14/2006	11/22/2006	11/24/2006	101	3	\$476.87	\$125.00	650
568	10/27/2006	11/5/2006	11/5/2006	MTG1	0	\$415.88	\$125.00	568
536	9/25/2006	10/27/2006	10/29/2006	110	3	\$526.20	\$125.00	536
422	2/8/2006	2/10/2006	2/13/2006	105	4	\$598.88	\$598.88	422
326	1/17/2006	1/25/2006	1/27/2006	102	3	\$338.26	\$338.26	326
289	1/11/2006	1/8/2006	1/7/2006	BIKE2	0	\$41.59	\$0.00	289
282	1/11/2006	1/8/2006	1/7/2006	BOAT1	0	\$221.80	\$221.80	282
255	1/11/2006	1/14/2006	1/13/2006	BOAT1	0	\$282.80	\$0.00	255
211	1/11/2006	1/10/2006	1/9/2006	MTG1	0	\$465.78	\$210.00	211
163	1/8/2006	1/7/2006	1/8/2006	104	2	\$232.90	\$105.00	163

Starts: **Wed, Nov 22, 2006** Departs: **Sat, Nov 25, 2006** Length: **3** Start Unit: **101**  
 Adult: **2** Pets: **0** Daily Reservation Total: **\$430.00** Charges: **\$476.87**  
 Child: **0** Cars: **0** Hourly Reservation Total: **\$0.00** Paid: **\$125.00**  
 Checked In: **0** Point of Sale Charges: **\$0.00** Due: **\$351.87**  
 Checked Out: **0** Tax: **\$46.87** **Last Change 11/14/2006**

3. The Daily Activity Log is displayed. Here, the person's initials that made the change (A) are displayed along with a brief description of the change (B).

Daily Activity Log							for: 650 - 650
Date	Time	User	Type	Activity Details		Amount	
11/14/2006	23:01	AD	DRes	650 11/22/2006 101 3 Days DeBerry, Fisher 1		\$476.87	
11/15/2006	19:58	AD	IPay	650 11/16/2006 Msa DeBerry, Fisher		\$125.00	
11/15/2006	20:09	AD	IPayEdit	650 11/16/2006 Msa DeBerry, Fisher		\$27.00	

## FRONT DESK REPORTS

Reports can be used to verify postings and payments at the end of each shift. Performing an audit at the end of each shift increases the likelihood that the person who made a posting or payment error can find and fix the problem. Fixing problems at the end of each shift reduces the amount of time a night auditor is forced to research transactions that were posted prior to the beginning of his shift. This section lists a series of reports that can be used at the end of each shift. In addition, a useful checklist is provided for both the morning and afternoon shifts.

### SHIFT CLOSING

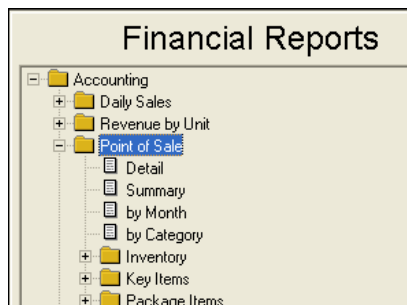
At the end of each shift, front desk clerks can print the following reports in order to perform a mini night audit of every transaction posted and payment received. If errors are found, they can be corrected immediately as opposed to waiting until the night audit at the end of the day.

Use the following steps for printing reports at the end of a shift.

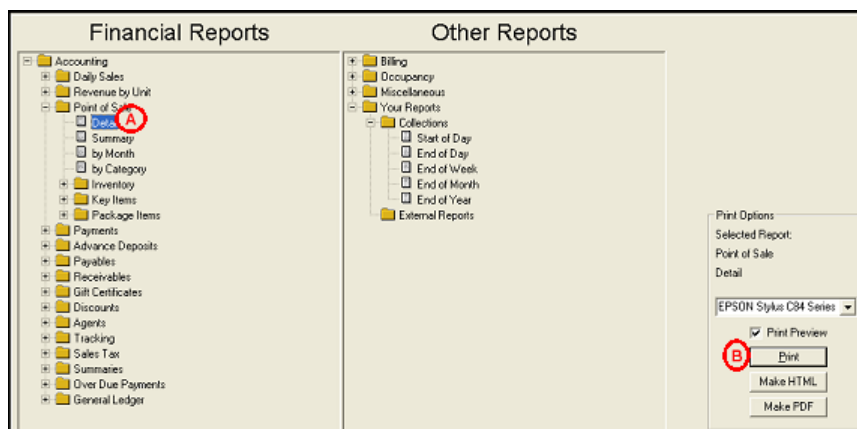
1. Click the Reports F7 button to display a list of RezStream Professional reports.



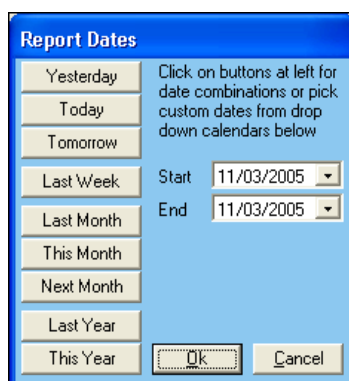
2. Open the Point of Sale folder by clicking the "+" to the left of the text "Point of Sale." The folder is opened and the "+" becomes a "-."



3. Highlight the Point of Sale Detail report (A) and click the Print button (B).



4. The Report Dates window is displayed. Enter today's date as the start and end date.



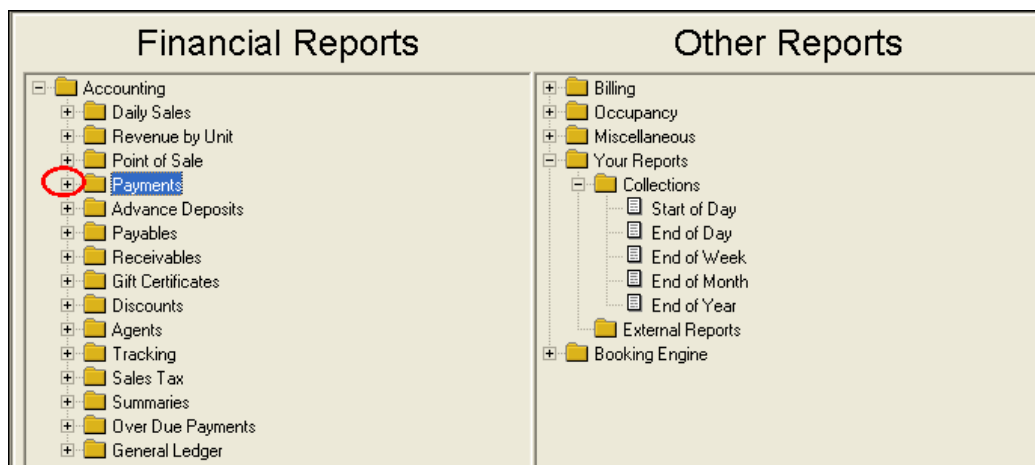
- Click OK to print the report. Verify charges posted to guest folios against a source outside of RezStream Professional, for example, receipts from sales at the gift shop or room charge tickets from the restaurant.

Point of Sale Income		for: 11/03/2005 - 11/03/2005			
Item Description	Quantity	Ave Charge	Charges	Tax	Total
<b>The Cliffhanger Resort</b>					
Adult Breakfast					
11/3/2005 20 Julie Nicks	2		\$18.00	\$1.78	\$19.78
Adult Breakfast	2	\$9.00	\$18.00	\$1.78	\$19.78
Bottle of Wine					
11/3/2005 20 Julie Nicks	1		\$25.00	\$2.48	\$27.48
Bottle of Wine	1	\$25.00	\$25.00	\$2.48	\$27.48
Cancel Fee					
11/3/2005 38 Sally Lindsey	1		\$0.00	\$0.00	\$0.00
Cancel Fee	1	\$0.00	\$0.00	\$0.00	\$0.00
Monogrammed Wine Glasses					
11/3/2005 20 Julie Nicks	2		\$24.00	\$2.37	\$26.37
Monogrammed Wine Glasses	2	\$12.00	\$24.00	\$2.37	\$26.37
Yachats Music Festival					
11/3/2005 20 Julie Nicks	2		\$100.00	\$9.90	\$109.90
Yachats Music Festival	2	\$50.00	\$100.00	\$9.90	\$109.90
The Cliffhanger Resort	8	\$20.88	\$167.00	\$16.53	\$183.53
<b>Total</b>	<b>8</b>		<b>\$167.00</b>	<b>\$16.53</b>	<b>\$183.53</b>

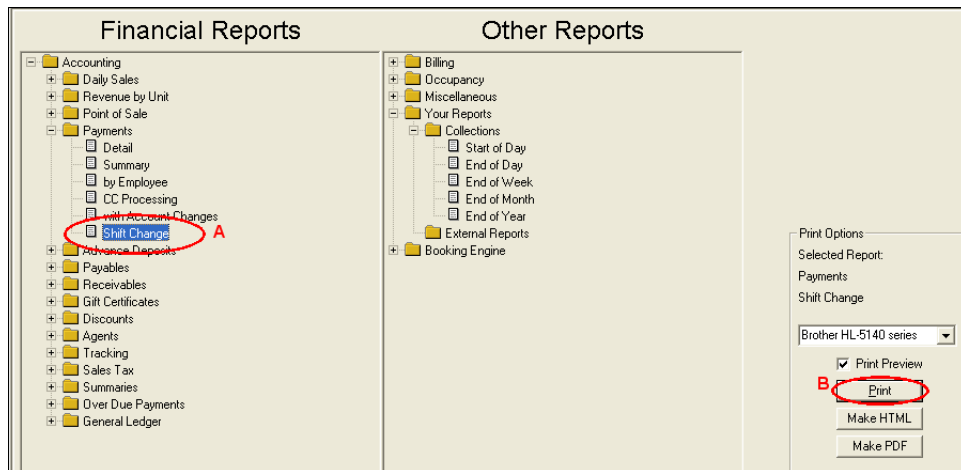
- If discrepancies are found, post the applicable corrections in RezStream Professional.

Next, the Shift Change report can be printed to view a list of all payments received during a shift.

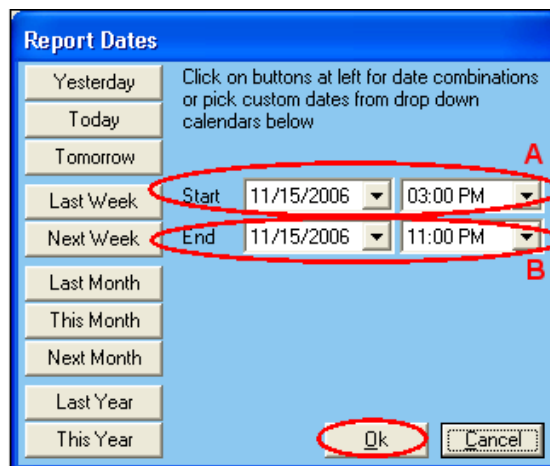
- From the Reports screen, click the "+" next to the Payments folder.



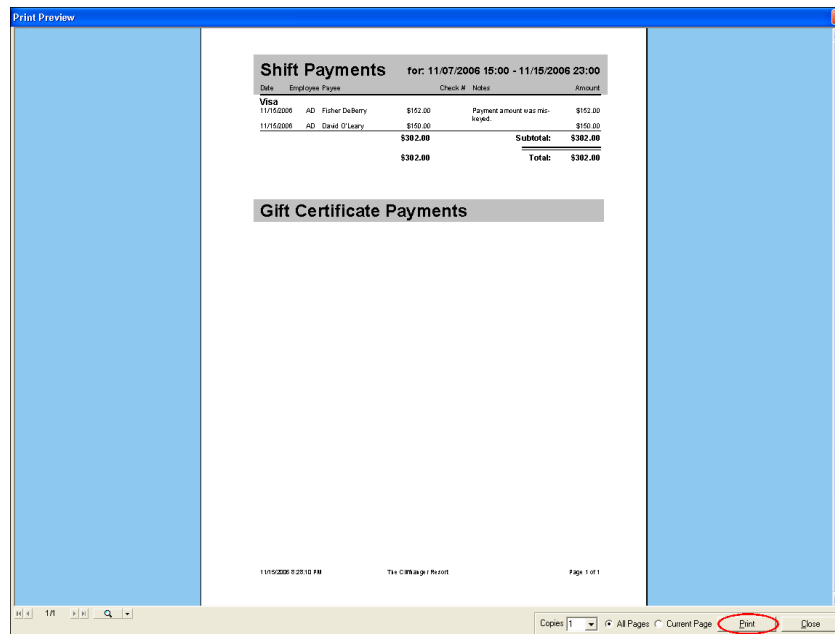
2. Highlight the Shift Change report (A) and click the Print button (B).



3. The Report Dates dialog box is displayed. Enter a start date and start time (A) and an end date and end time (B). The times entered in the Report Dates dialog box are saved for the next time the report is run.



4. Click the OK button. The report is displayed to the screen.



5. For a hard copy of the report, click the Print button in the lower right-hand corner.

## **AM/PM CHECKLIST**

Many properties utilize shift checklists as a means of reminding employees to perform certain tasks. The following checklists are provided only as examples. They are not required for using the RezStream Professional property management system.

### ***Morning Shift Checklist***










Print the Daily screen as a backup for the shift	<input checked="" type="checkbox"/>
Print Housekeeping report	<input checked="" type="checkbox"/>
Print Departure report	<input checked="" type="checkbox"/>
Print folios for all departures	<input checked="" type="checkbox"/>
After check out, verify that all guests have been checked out of the system	<input checked="" type="checkbox"/>
Print shift closing reports to balance your shift	<input checked="" type="checkbox"/>

### ***Afternoon Shift Checklist***

Print the Daily screen as a backup for the shift	<input checked="" type="checkbox"/>
Print Arrival report	<input checked="" type="checkbox"/>
Print registration cards	<input checked="" type="checkbox"/>
Provide night auditor with list of remaining check ins	<input checked="" type="checkbox"/>
Print shift closing reports to balance your shift	<input checked="" type="checkbox"/>

## NIGHT AUDIT

The night audit is the process of reviewing and verifying payments received and charges posted for the day. Each property will have unique requirements for a night audit. This section outlines a basic night audit checklist that can be used as a starting point for formulating your property's night audit checklist.

	Cancel no shows
	Double-check that all departures for the day have been checked out
	Verify payments
	Verify charges posted to guest folios
	Print general ledger reports for the day
	Print miscellaneous front desk reports for the following day, including: <ul style="list-style-type: none"> <li>• Revenue by Unit</li> <li>• Departures</li> <li>• Arrivals</li> <li>• Registration Cards</li> </ul>
	Make a system backup
	Mark rooms out of service
	Print and reconcile travel agent commissions (monthly)

Each step, and its corresponding report in RezStream Professional, is described below.

### CANCEL NO SHOWS

In order to avoid room and tax charges being automatically posted to no show reservations, either cancel no shows or change their arrival date. Use the following steps to identify no show reservations.

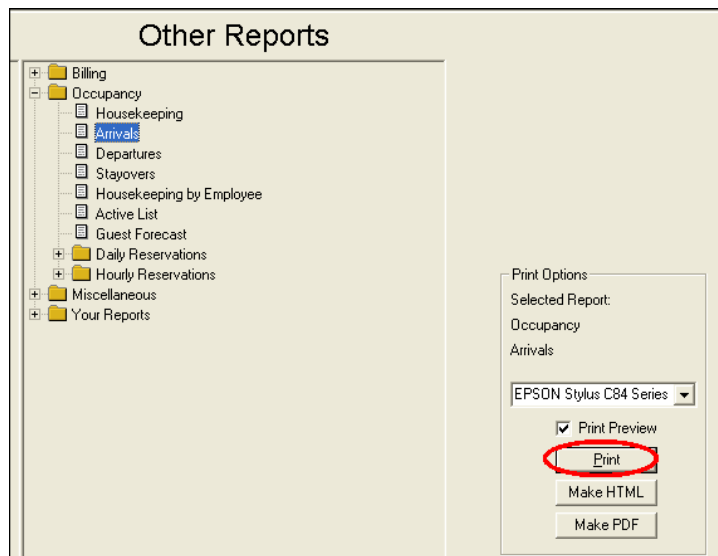
1. Click the Reports F7 icon on the left-hand main toolbar.



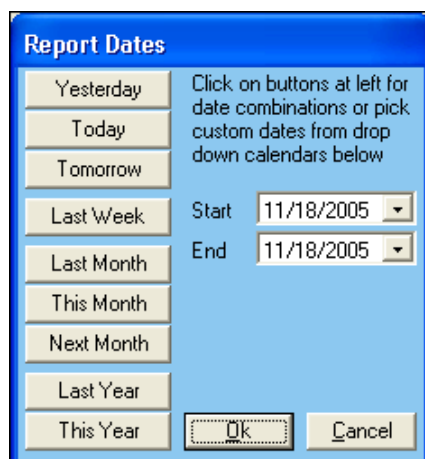
2. Under Other Reports, click the "+" to the left of the Occupancy folder. Clicking the "+" expands the folder. Highlight the Arrivals report.



3. Left-click the Print button.



4. Select Today on the Report Dates window. Click OK.



5. All reservations that are checked in will have the check in time displayed on the arrival report. If the reservation is a no show, the check in time will not display. Either cancel these reservations or change their arrival date to the following day.

Arrivals						
						For: 11/18/2005
Type	Length	Unit	A/C	Name	Stays/Nights	Notes
<b>Arrivals 5</b>						
✓ Arrival	2	111-111 - King	2 /0	Foster, Ian *4	08:34 PM 11/18/2005	(2nd Jeanne) \$0.00
✓ Arrival	5	112-112 - Queen Qu	2 /0	Lindsey, Sally *4/9	08:34 PM 11/18/2005	\$0.00
Arrival	9	116-116 - Suite	2 /0	Martin, Noel *1/8		\$1,219.93
Arrival	9	117-117 - King	2 /0	Martin, Noel *1/8		\$1,219.93
Arrival	9	118-118 - Queen Qu	2 /0	Martin, Noel *1/8		\$1,219.93

## CHECK DEPARTURES

After clearing all no shows, make sure actual departures for the day have been checked out of the system.

1. Click the Reports F7 icon on the left-hand main toolbar.

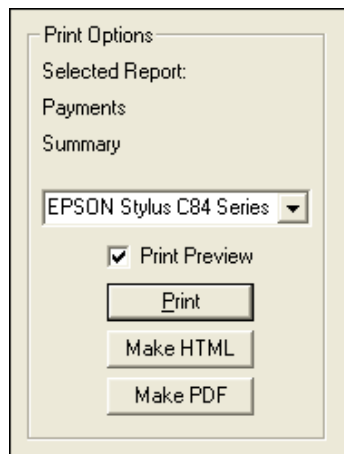


2. Under Other Reports, click the "+" to the left of the Occupancy folder. Clicking the "+" expands the folder. Highlight the Departures report.

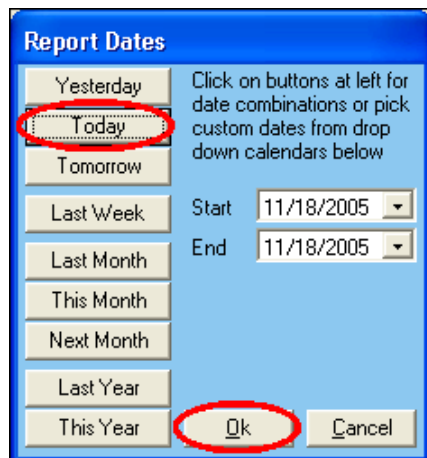




3. Left-click the Print button on the bottom right-hand corner of the screen. With the Print Preview box selected, the report will first be displayed to the screen.



4. Select Today on the Report Dates window. Click OK.



5. The report prints a list of guests checked out of the system on the current date. Verify this output against the Daily screen to make sure that guests who were supposed to check out today have departed. If there is a guest whose departure date is today on the Daily screen that does not display on the report, there are two choices:
  - a. Check the guest out. Use this option if the guest has left the property but has not been checked out of RezStream Professional.
  - b. Change the departure date. Use this option if the guest changed their departure date but this change was not yet updated in RezStream Professional.

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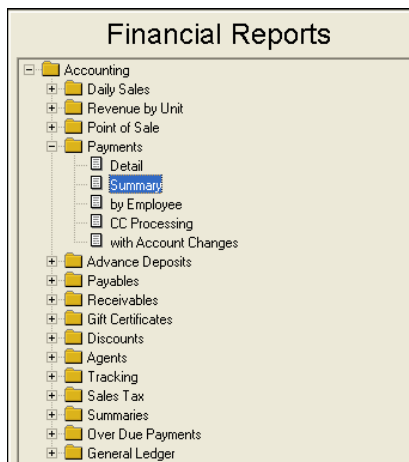
## VERIFY PAYMENTS

All payments posted on today's date in RezStream Professional should be verified against a source outside of the system. For example, a report from the credit card machine that displays totals by credit card type (VISA, MasterCard, etc.) should be verified against totals in RezStream Professional. Use the following steps for printing the Payment Summary report.

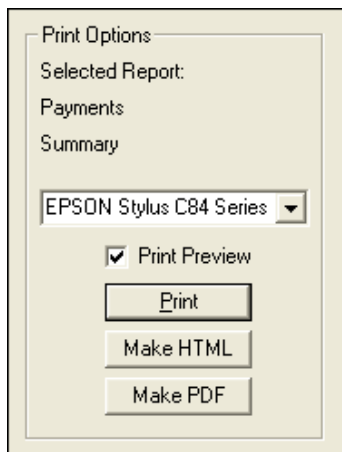
1. Click the Reports F7 icon on the left-hand main toolbar.



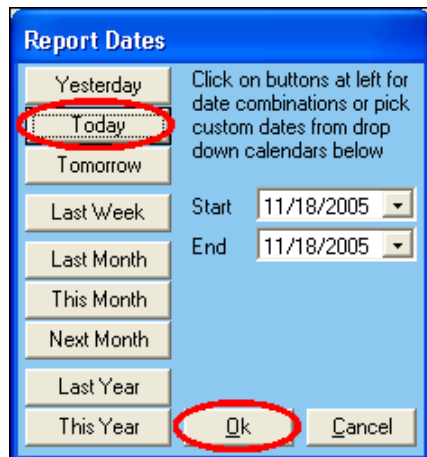
2. Under Financial Reports, in the main Accounting folder, click the “+” to the left of the Payments folder. Clicking the “+” expands the folder. Highlight the Summary report.



3. Left-click the Print button on the bottom right-hand corner of the screen. With the Print Preview box selected, the report will first be displayed to the screen.



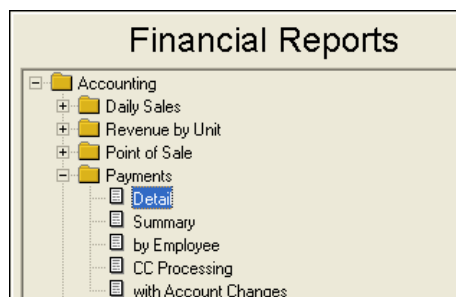
4. Select Today on the Report Dates window. Click OK.



5. Verify the totals by credit card type against a source outside of RezStream Professional, for example, the batch report total from the credit card machine.

Payments Received					
for: 11/18/2005 - 11/18/2005					
Date	Employee	Payee	Check #	Notes	Amount
<b>American Express</b>					
					\$0.00
<b>Subtotal:</b>					<b>\$754.14</b>
<b>Master Card</b>					
					\$0.00
<b>Subtotal:</b>					<b>\$648.78</b>
<b>Visa</b>					
					\$0.00
<b>Subtotal:</b>					<b>\$903.86</b>
<b>Total:</b>					<b>\$2,306.78</b>

6. If discrepancies exist between the totals of the credit card machine (or other outside source) and the totals in RezStream Professional, print detail reports from both sources. To print the Detail report from RezStream Professional, select the Detail report under the Payments folder.



7. After tracking down discrepancies, correct payment mistakes by clicking the Edit or Delete buttons in the Payment tab on the Contact Data window.

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## VERIFY CHARGES POSTED TO GUEST FOLIOS

In addition to verifying payments received for the day, charges that were posted to guest folios should also be verified against a source outside of the RezStream Professional software. For example, many properties that sell point of sale items will save a paper receipt if a guest charges an item to their room. During the night audit, these room charge receipts should be verified against the room charges posted in RezStream Professional to insure that posting errors were not made.

Use the following steps to verify the room charges posted for the day in RezStream Professional.

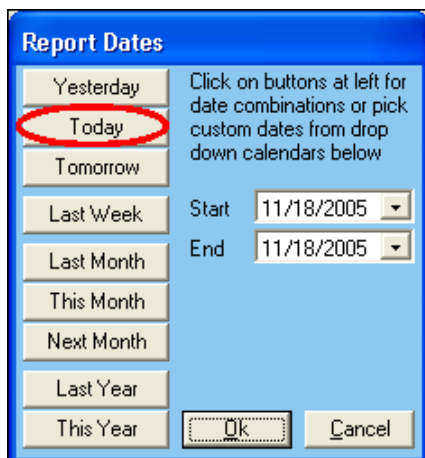
1. Click the Reports F7 icon on the left-hand main toolbar.



2. Under Financial Reports, in the main Accounting folder, click the "+" to the left of the Point of Sale folder. Clicking the "+" expands the folder. Highlight the Summary report.



3. Left-click the Print button on the bottom right-hand corner of the screen. With the Print Preview box selected, the report is first displayed to the screen. Select Today on the Report Dates window. Click OK.



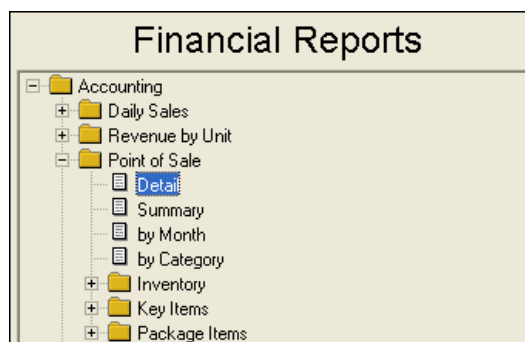
- Point of sale room charges are sub-totaled on the Point of Sale Income report. Verify these totals against a source outside of RezStream Professional.

Point of Sale Income		for: 11/18/2005 - 11/18/2005			
Item Description	Quantity	Ave Charge	Charges	Tax	Total
Adult Breakfast	3	\$9.00	\$27.00	\$2.67	\$29.67
Bottle of Wine	3	\$25.00	\$75.00	\$7.43	\$82.43
Monogrammed Wine Glasses	4	\$12.00	\$48.00	\$4.74	\$52.74
Wedding Cake	1	\$325.00	\$325.00	\$32.18	\$357.18
Yachats Music Festival	2	\$50.00	\$100.00	\$9.90	\$109.90
The Cliffhanger Resort	13	\$44.23	\$575.00	\$56.92	\$631.92
<b>Total</b>	<b>13</b>		<b>\$575.00</b>	<b>\$56.92</b>	<b>\$631.92</b>

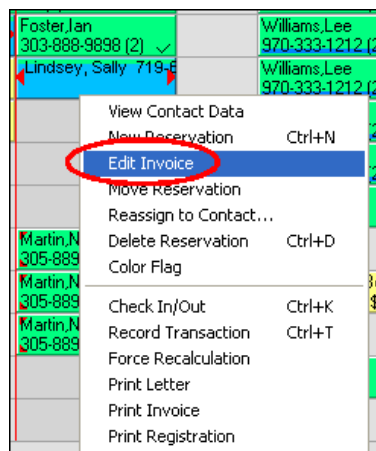


**Only point of sale room charges are balanced in this step. Point of sale items that are paid for at the time of purchase with cash, check, or credit cards are NOT balanced in this step.**

- If discrepancies exist between the point of sale room charges posted in RezStream Professional and the totals recorded from an outside source, print Detail reports from both sources. To print the Detail report from RezStream Professional, select the Detail report under the Point of Sale folder.

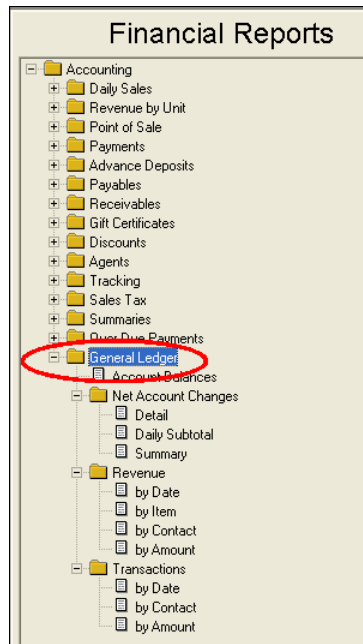


- After tracking down discrepancies, correct posting mistakes using the Edit Invoice option. The Edit Invoice option can be accessed by selecting the reservation on the Daily screen, right-clicking and selecting "Edit Invoice."



## PRINT GENERAL LEDGER REPORTS FOR THE DAY

There are several General Ledger reports available in RezStream Professional. These reports are listed under the General Ledger heading, in the main Accounting folder, under Financial Reports.



We recommend printing several of these reports to find the one that suits your property. As an example, the Revenue by Item report is displayed below.

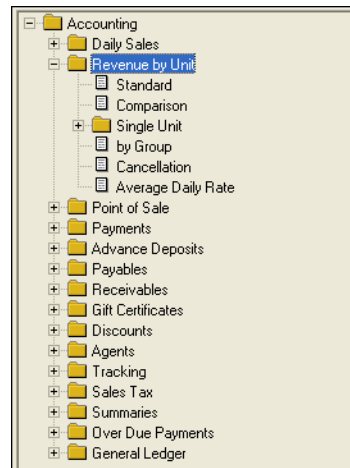
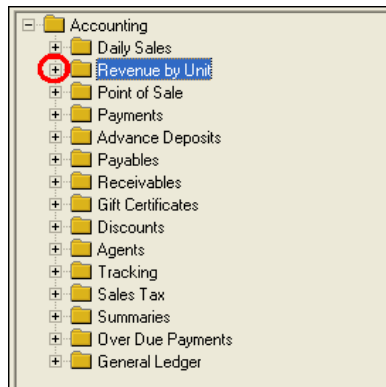
GL Revenue						
for: 05/04/2005 - 05/04/2005						
Date	Inv #	Purchaser	Quantity	Item Description	Charges	Tax Total
<b>The Cliffhanger</b>						
5/4/2005	104	Queen-Queen	1	104 - Queen-Queen	\$95.00	\$5.32
5/4/2005	104	Lee Karlberg	1	104 - Queen-Queen	\$95.00	\$5.32
5/4/2005	106	Queen-Queen	1	106 - Queen-Queen	\$83.33	\$4.66
5/4/2005	106	Laura Clark	1	106 - Queen-Queen	\$83.33	\$4.66
5/4/2005	108	King	1	108 - King	\$165.00	\$9.24
5/4/2005	108	John Mason	1	108 - King	\$165.00	\$9.24
5/4/2005	109	Queen-Queen	1	109 - Queen-Queen	\$95.00	\$5.32
5/4/2005	109	TJ Zink	1	109 - Queen-Queen	\$95.00	\$5.32
5/4/2005	110	King	1	110 - King	\$165.00	\$9.24
5/4/2005	110	Larry Lynx	1	110 - King	\$165.00	\$9.24
5/4/2005	113	Queen-Queen	1	113 - Queen-Queen	\$95.00	\$5.32
5/4/2005	113	Jack Rabbit	1	113 - Queen-Queen	\$95.00	\$5.32
5/4/2005	115	Queen-Queen	1	115 - Queen-Queen	\$95.00	\$5.32
5/4/2005	115	Lee Karlberg	1	115 - Queen-Queen	\$95.00	\$5.32
5/4/2005	Adult	Breakfast	1	Adult Breakfast	\$9.00	\$0.41
5/4/2005	27	TJ Zink	1	Adult Breakfast	\$9.00	\$0.41
5/4/2005	Bottle	of Wine	1	Bottle of Wine	\$18.00	\$0.83
5/4/2005	32	Laura Clark	1	Bottle of Wine	\$18.00	\$0.83
5/4/2005	Kite		1	Kite	\$8.50	\$0.31
5/4/2005	37	Jack Rabbit	1	Kite	\$8.50	\$0.31
5/4/2005	Kite		2	Kite	\$17.00	\$0.82
5/4/2005	Monogrammed	Wine Glasses	1	Monogrammed Win	\$16.00	\$0.74
5/4/2005	32	Laura Clark	1	Monogrammed Wine Glasses	\$16.00	\$0.74
5/4/2005	Polo	Shirt	1	Polo Shirt	\$35.00	\$1.26
5/4/2005	37	Jack Rabbit	1	Polo Shirt	\$35.00	\$1.26
5/4/2005	Polo	Shirt	2	Polo Shirt	\$70.00	\$2.52
5/4/2005	36	Larry Lynx	3	Polo Shirt	\$105.00	\$3.78
5/4/2005	Yachats	Musio Festival	1	Yachats Musio Festi	\$15.00	\$0.54
5/4/2005	32	Laura Clark	1	Yachats Music Festival	\$15.00	\$0.54
5/4/2005	The Cliffhanger		16		\$973.33	\$51.34
<b>Total</b>			<b>16</b>		<b>\$973.33</b>	<b>\$51.34</b>
						<b>\$1,024.67</b>



**Many properties print general ledger reports and forward them to their accountant or bookkeeper. These properties should decide which general ledger report makes the most sense and then add it to a report collection. Reports added to a collection can be printed in a batch. With the General Ledger report included in the report collection, it is printed nightly and then can be forwarded to the correct contact person. For additional information about report collections, please see the section titled “Creating a Report Collection.”**

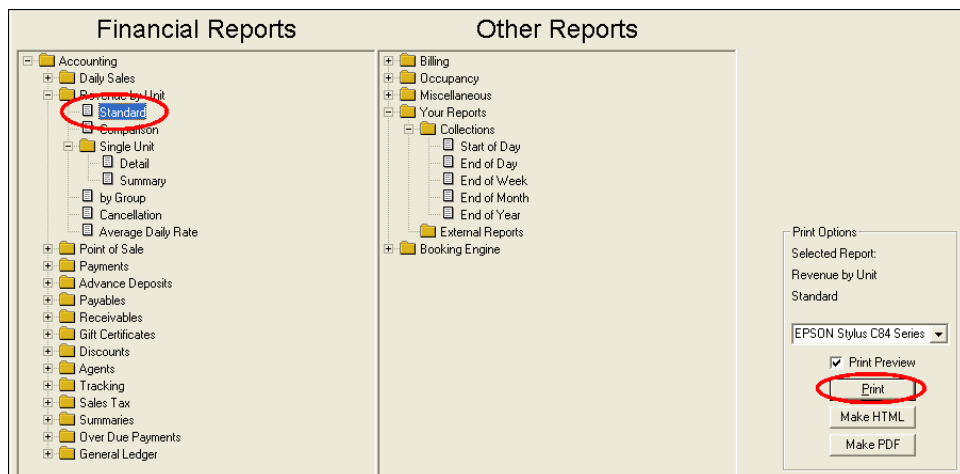
## REVENUE BY UNIT

In addition to the financial reports in the General Ledger folder, there are also Revenue by Unit reports. For a list of the Revenue by Unit reports, click the “+” to the left of the Revenue by Unit folder under the main Accounting folder in Financial Reports.

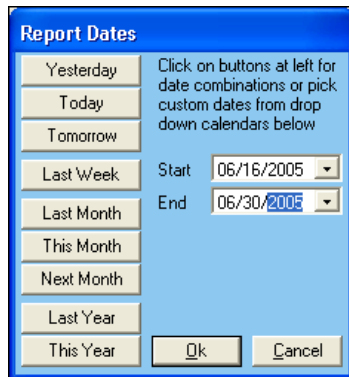


### Standard

Highlight the Standard Revenue by Unit report and click the Print button.



The Report Dates window is displayed. Enter a start and end date for displaying revenue by unit.



**Report Dates**

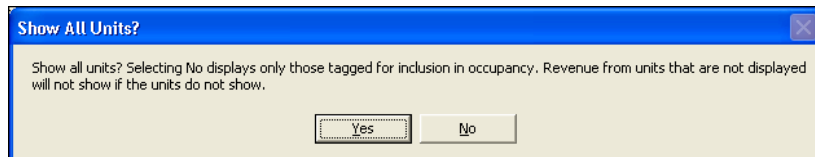
Click on buttons at left for date combinations or pick custom dates from drop down calendars below

Yesterday  
Today  
Tomorrow  
Last Week  
Last Month  
This Month  
Next Month  
Last Year  
This Year

Start: 06/16/2005  
End: 06/30/2005

Ok Cancel

Click the OK button. The Show All Units? dialog is displayed.

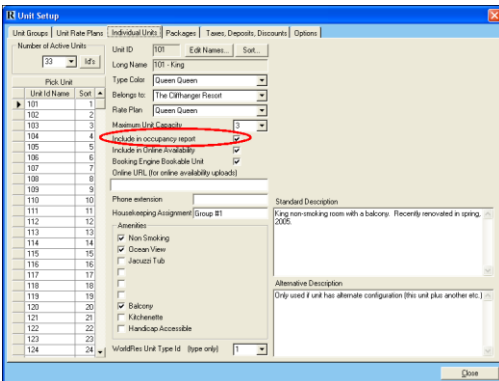


**Show All Units?**

Show all units? Selecting No displays only those tagged for inclusion in occupancy. Revenue from units that are not displayed will not show if the units do not show.

Yes No

There are two options, Yes and No. Each is described below.

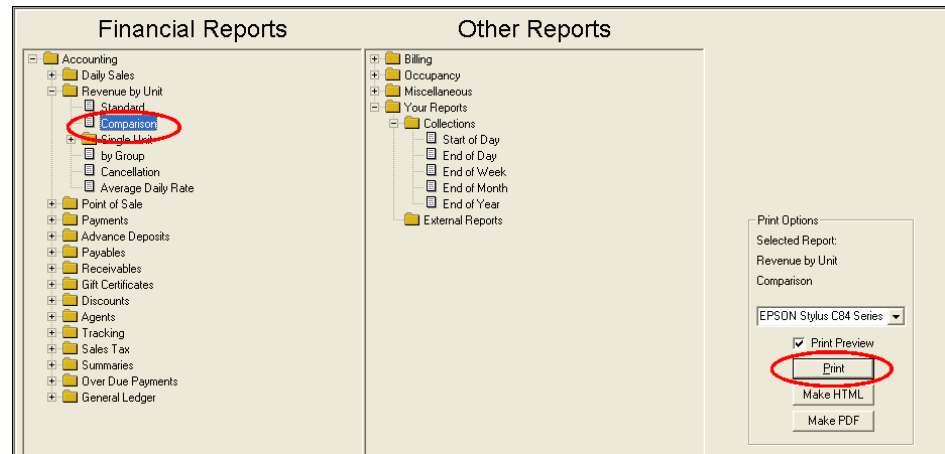
OPTION	DESCRIPTION
Yes	Clicking Yes at the Show All Units? window displays a line item for each unit with revenue in the time frame defined in the Report Dates window.
No	<p>Clicking No at the Show All Units? window displays a line item on the Standard Revenue by Unit report only for those rooms that have been flagged to "Include in occupancy report."</p>  <p>Go to Tools &gt; Unit and Rate Setup &gt; Individual Units tab. Enter a checkmark in the "Include in occupancy report" box for each individual unit to be included in the Standard Revenue by Unit report.</p> <p>An example of when this setting may be turned off is a property that does not want to include rental revenue from hourly reservations in revenue totals. In this example, the "Include in occupancy report" setting would be turned off for all hourly units.</p>



## Comparison

The Comparison Revenue by Unit report can be used to compare revenue in one time frame versus revenue in a second time frame. For example, compare revenue in May versus revenue in June or compare this June to last June. Use the following steps for printing the Comparison report.

1. Highlight the Comparison report and click the Print button.



2. The Report Dates window is displayed.

The 'Report Dates' dialog box is displayed. It contains two sections: 'First Time Period' and 'Second Time Period'. Each section has a 'Recorded by' date picker, a 'Start' date picker, and an 'End' date picker. The 'Print' button is circled in red.

The fields in the first and second time period sections are defined below.

FIELD	DESCRIPTION
First or Second Time Period Recorded by	Revenue for the specified dates must have been recorded by the specified date.
Start	Reservations must have an arrival date greater than or equal to the specified start date.
End	Reservations must have a departure date less than or equal to the specified end date.

- Click OK in the Report Dates window to display the Comparison report.

Comparative Unit Income					
Recorded by: 05/01/2005			for: 05/01/2005 - 05/31/2005		
Unit Name	Occ %	Days	Charges	Tax	Total Income
101 - King	9.68%	3	\$0.00	\$0.00	\$0.00
104 - Queen-Queen	19.35%	6	\$590.00	\$33.04	\$623.04
106 - Queen-Queen	25.81%	8	\$890.00	\$38.60	\$728.60
109 - Queen-Queen	16.13%	5	\$495.00	\$27.72	\$522.72
112 - Suite	6.45%	2	\$210.00	\$11.76	\$221.76
Hot Air Balloon 2	25.81%	8	\$800.00	\$44.80	\$844.80
<b>Average per Unit</b>	<b>17.20%</b>	<b>5</b>	<b>\$464.17</b>	<b>\$25.99</b>	<b>\$490.15</b>
<b>Totals</b>	<b>17.20%</b>	<b>32</b>	<b>\$2,785.00</b>	<b>\$155.92</b>	<b>\$2,940.92</b>
Recorded by: 06/01/2005			for: 06/01/2005 - 06/30/2005		
Unit Name	Occ %	Days	Charges	Tax	Total Income
101 - King	13.33%	4	\$700.00	\$39.20	\$739.20
103 - King	3.33%	1	\$165.00	\$9.24	\$174.24
105 - Suite	6.67%	2	\$370.00	\$20.72	\$390.72
106 - Queen-Queen	6.67%	2	\$290.00	\$16.24	\$306.24
107 - Suite	6.67%	2	\$370.00	\$20.72	\$390.72
108 - King	6.67%	2	\$330.00	\$18.48	\$348.48
110 - King	16.67%	5	\$865.00	\$48.44	\$913.44
<b>Average per Unit</b>	<b>8.57%</b>	<b>3</b>	<b>\$441.43</b>	<b>\$24.72</b>	<b>\$466.15</b>
<b>Totals</b>	<b>8.57%</b>	<b>18</b>	<b>\$3,090.00</b>	<b>\$173.04</b>	<b>\$3,263.04</b>

## PRINT MISCELLANEOUS FRONT DESK REPORTS

The final step in the audit is to print any miscellaneous front desk reports that will make the day run smoother. Examples of other reports that can be utilized for the following day are:

- Arrivals (Occupancy folder)
- Departures (Occupancy folder)
- Housekeeping by Employee (Occupancy folder)
- Arrival Registration Cards (Billing folder)

Access these reports by clicking the Reports F7 icon on the left-hand main toolbar. These reports are listed in the Other Reports section.

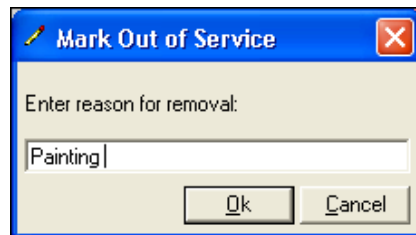
## MARK ROOMS OUT OF SERVICE

Rooms may be taken out of service for several reasons. For example, a single unit may be out of order for maintenance reasons or maybe an entire wing of the property is being closed to remodel. Any time rooms are unavailable due to maintenance or other reasons, mark the rooms "out of service" using the following steps.

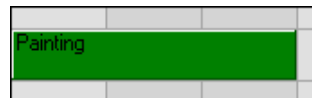
- From the Daily screen, left-click on the first night the room will be unavailable, drag the cursor to the right, highlighting the last night the room will be unavailable. Right-click and select the option for "Mark Out of Service."



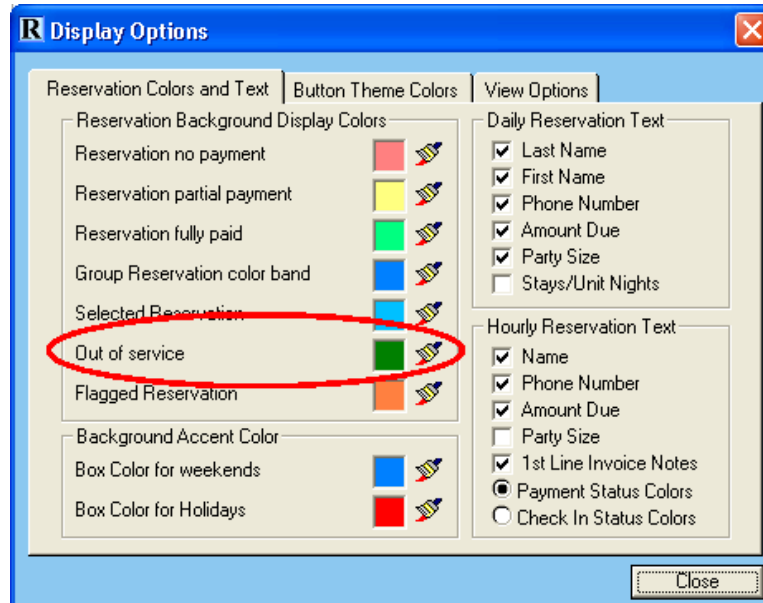
2. The Mark Out of Service window is displayed. Enter the reason why the room is being taken offline.



3. Click the OK button. The "Out of Service" reservation is now displayed on the Daily screen.



The default color for out of service reservations is defined in Tools > Display Options under the Reservation Colors and Text tab.

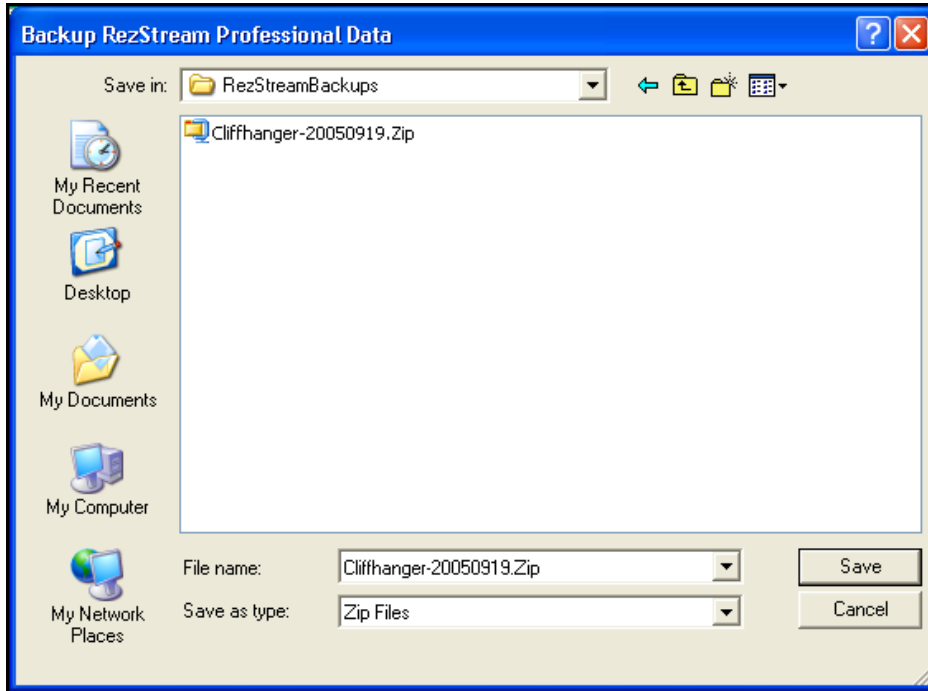


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## MAKE A SYSTEM BACKUP

It is critical to make a RezStream Professional database backup on a nightly basis. The database backup creates a snapshot of your current RezStream Professional property management system and acts as a backup in case your computer experiences serious hardware failures.

Create a backup file by clicking File > Backup or close RezStream Professional and answer Yes when prompted to make a backup. After clicking Yes to make a backup, the Backup RezStream Professional Data window is displayed. Specify both a name for the backup and a location for storing the .zip file. Click the Save button.



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## CREATING A REPORT COLLECTION

After choosing a night audit checklist and deciding which reports best suit your property's needs on a daily basis, a report collection can be created. Once the report collection is created, the night auditor simply starts the report collection procedure and every report in the night audit checklist is automatically printed.

## DAILY AUDIT REPORTS

First, choose a night audit checklist. The reports in this checklist will be added to a report collection and printed nightly. In this example, the following reports will be printed on a **daily** basis.

FINANCIAL REPORTS	DESCRIPTION
Accounting > Summaries > Daily Audit	Includes information about the number of units occupied, the occupancy percentage, room revenue, cancellation fees, tax totals, and average daily rate.
Accounting > Payments > Payment Detail	Similar to the Payment Summary report described in the Verify Payments section. The Payment Detail report displays every payment as opposed to a total by payment type (VISA, MasterCard, etc.)
Accounting > Daily Sales > Daily Sales Detail	Displays a breakdown of daily and hourly reservations. Also includes a summary of cancellation fees.
Accounting > Point of Sale > Point of Sale by Category	Supplies a summary of point of sale activity for the day sub-totaled by each point of sale Category.
Accounting > Revenue by Unit > Standard	Displays room revenue and average daily rate by unit.
Accounting > Revenue by Unit > Comparison	Compares revenue in one specified time period to another time period.
Occupancy > Housekeeping	Details arrivals, departures, and stayovers.
Miscellaneous > Log of Activity	Displays a change log for today's activity.



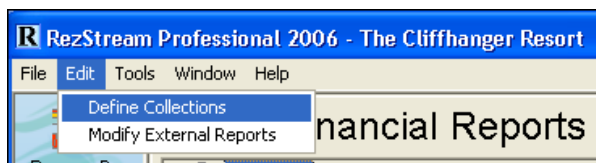
***In addition to the reports listed above, you may consider adding a few additional reports to your collection, including Revenue by Unit > Cancellation, Summaries > Management Analysis, General Ledger > Account Balances, General Ledger > Net Account Changes, and Point of Sale > Key Items.***

After deciding which reports will be in your end of day report collection, use the following steps for creating and printing a report collection.

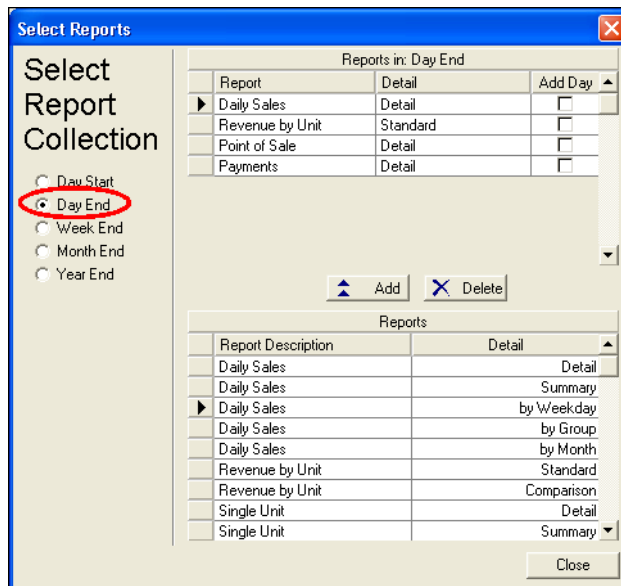
1. Click the Reports F7 icon on the left-hand main toolbar.



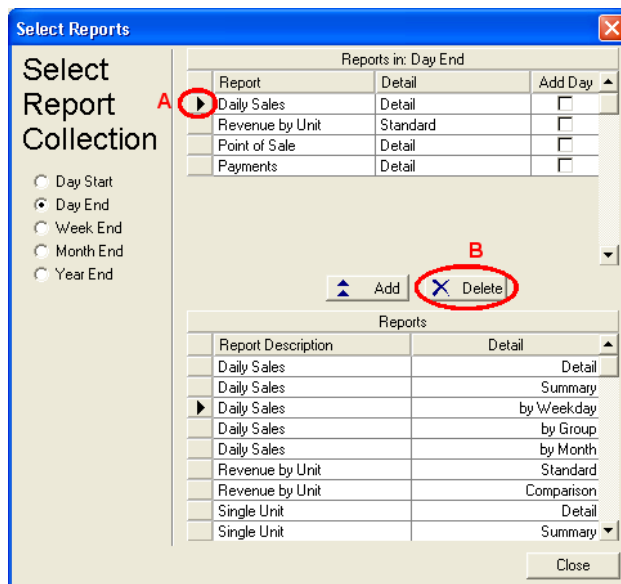
2. Click Edit > Define Collections.



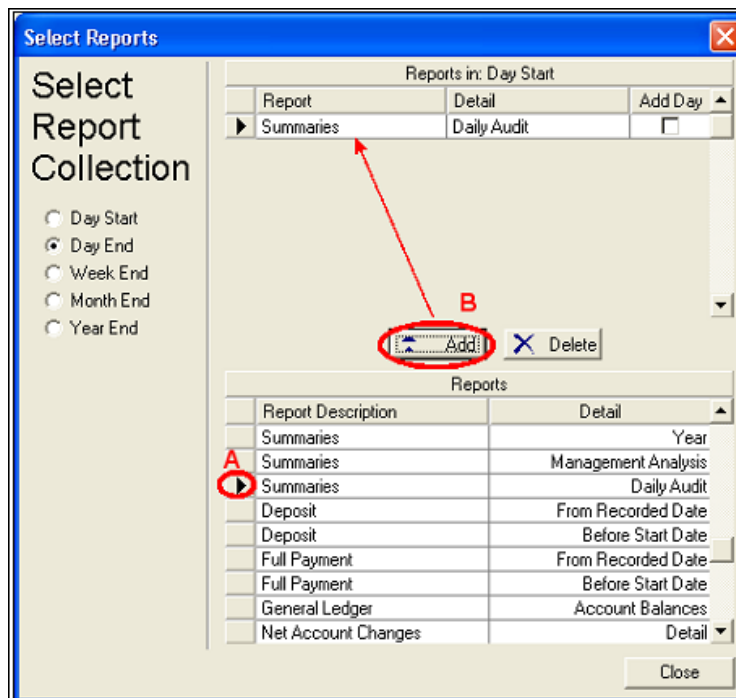
3. Select the Day End radio button. These are the reports that will be printed at the end of the day (the night audit).



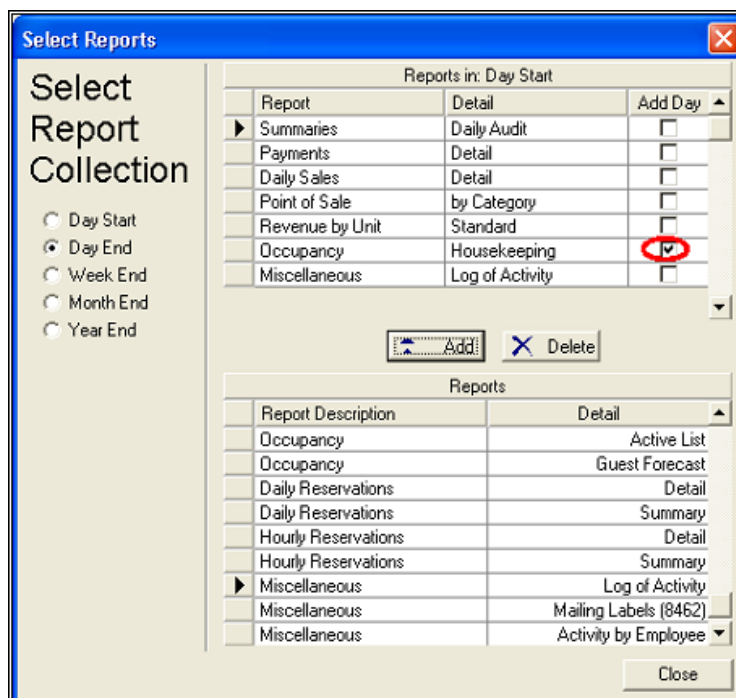
4. Remove the RezStream Professional default reports in the Day End collection by highlighting each report (A) and clicking the Delete button (B).



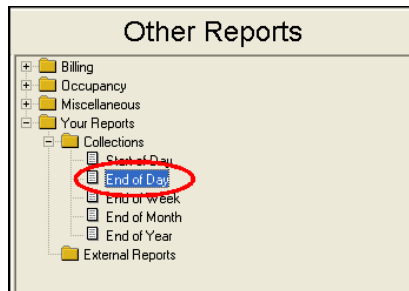
5. After removing the default reports, customize your own night audit report collection by scrolling through the list of reports (A), highlighting one, and clicking the Add button (B).



6. Continue adding reports until your customized night audit collection is complete. Note that a checkmark in the "Add Day" box denotes that the report will be printed for the following day. In the example below, the Housekeeping report will be printed for the following day.



7. Print the reports in the collection by clicking Your Reports > Collections > End of Day and follow the standard Print prompts.



**Report collections are not previewed to the screen. They are designed to print quickly.**

## **MONTHLY AUDIT REPORTS**

In addition to printing a nightly report collection, it is recommended that certain reports be printed on a monthly basis. These reports are listed in the following table. Monthly audit reports are added to the "Month End" report collection.

REPORT	DESCRIPTION
Summaries > Management Analysis	A snapshot of revenue for the month, occupancy percentage, income for the day, reservations for the current period, reservations booked in the future, and a breakdown of revenue by point of sale category.
Tracking > Referral Source	A breakdown of where reservations came from. This report allows you to track reservation revenue based on marketing expenditures.
Sales Tax > Sales Tax Month	A breakdown of taxes for the month.
Summaries > Daily Audit	Information about the number of units occupied, the occupancy percentage, room revenue, cancellation fees, tax totals, and average daily rate.
Revenue by Unit > Standard	Room revenue and average daily rate by unit.
Revenue by Unit > Cancellation	Canceled reservations for the selected time frame.
Advance Deposits > Summary	Advance deposit liability.
Receivables > Details > 30-60-90	A list of outstanding receivables.
General Ledger > Account Balances	A list of advance deposits, payables, and receivables by reservation.
General Ledger > Net Account Changes > Summary	A summary of charges, payments, advance deposits, payables, receivables, and revenue.

After deciding which reports will be in your "Month End" report collection, go to Reports F7 > Edit > Define Collections. Select the Month End radio button and add the reports to the collection.



***In addition to the monthly reports listed above, the Gift Certificates > Redeemed and Agents > Statements > Pending reports may be helpful to properties that issue gift certificates and/or accept travel agent reservations.***



## TRAVEL AGENT COMMISSIONS

Travel agent reservations were described in this manual's Reservations section. Once a travel agent reservation is made, the travel agent accounts payable log is created in RezStream Professional. Use the following steps for generating a travel agent statement and marking the commission as paid.

1. As a review, a travel agent's activity tied to a specific reservation is listed in the Contact Data window under the Travel Agent tab.

**Contact Invoice History 13/27**

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
650	11/14/2006	11/22/2006	11/24/2006	101	3	\$476.87	\$125.00	650
568	10/27/2006	11/5/2006	11/5/2006	MTG1	0	\$415.88	\$125.00	568
536	9/25/2006	10/27/2006	10/29/2006	110	3	\$526.20	\$125.00	536
422	2/8/2006	2/10/2006	2/13/2006	105	4	\$598.88	\$598.88	422
326	1/17/2006	1/25/2006	1/27/2006	102	3	\$338.26	\$338.26	326
289	1/11/2006	1/8/2006	1/7/2006	BIKE2	0	\$41.59	\$0.00	289
282	1/11/2006	1/8/2006	1/7/2006	BOAT1	0	\$221.80	\$221.80	282
255	1/11/2006	1/14/2006	1/13/2006	BOAT1	0	\$282.80	\$0.00	255
211	1/11/2006	1/10/2006	1/9/2006	MTG1	0	\$465.78	\$210.00	211
163	1/8/2006	1/7/2006	1/8/2006	104	2	\$232.90	\$105.00	163

Starts: Wed, Nov 22, 2006      Departs: Sat, Nov 25, 2006      Length: 3      Start Unit: 101

Adult: 2      Pets: 0      Daily Reservation Total: \$430.00      Charges: \$476.87

Child: 0      Cars: 0      Hourly Reservation Total: \$0.00      Paid: \$125.00

Checked In:      Point of Sale Charges: \$0.00      Due: \$351.87

Checked Out:      Tax: \$46.87      Last Change: 11/14/2006

Guest Info | Invoice Notes | Private Notes | **Travel Agent** | Custom Notes | Payments

Agency Name: Kinja Travel (1)

Agent Name:

Agent Phone: 954-892-1123

Commission: 5%

Amount: \$21.50      Reconciled: ☐

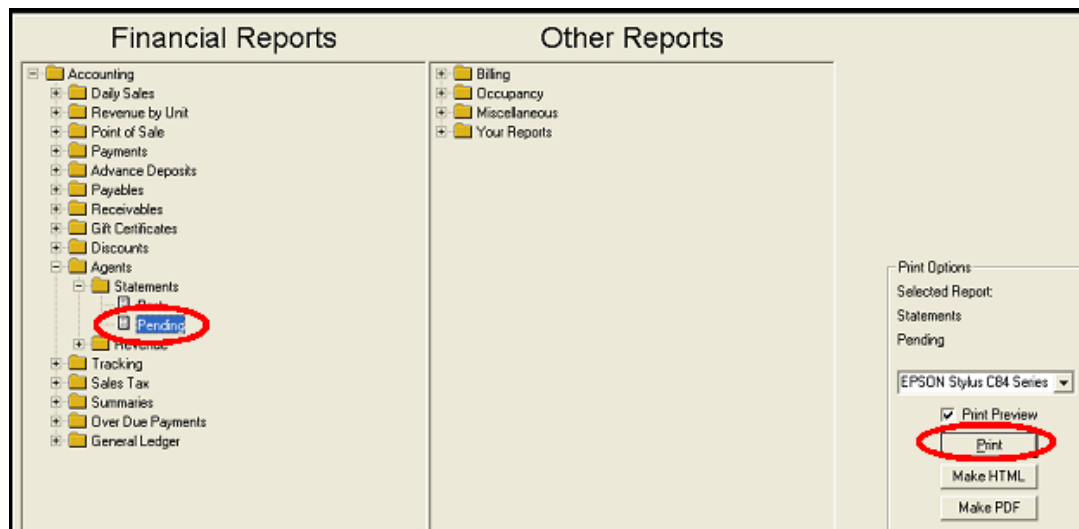
Paid: \$21.50      On: 11/15/2006

Add... Edit... Pay Agent... Remove

2. Click the Reports F7 button on the main left-hand toolbar.



- Click the "+" to the left of the Agents folder and the "+" to the left of the Statements folder. Select the Pending report.



- With the Print Preview checkbox selected, the Agent Payment Statement is displayed to the screen.

For referrals to:

The Cliffhanger Resort  
700 Highway 1  
Yachats, OR 97499  
541-888-2525

Kinja Travel  
2212 W. 1st Avenue  
Bridgetown, FL 33142

## Agent Payment Statement

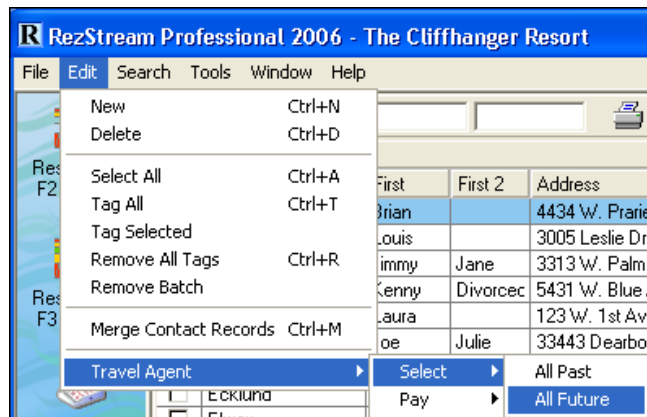
**for: Pending Reservations** IATA#: 12-34567-8

Date	Guest Name	Agent	Agent Fees	Paid to Agent	Rental Charges
11/22/2006	DeBerry, Fisher		\$21.50	\$0.00	\$430.00
11/25/2006	O'Leary, David		\$10.50	\$0.00	\$210.00
<b>Total</b>			<b>\$32.00</b>	<b>\$0.00</b>	<b>\$640.00</b>

- Once the commission check has been mailed to the travel agent, click the Select Names Ctrl+F button on the main left-hand toolbar.



6. Every guest in the database is displayed.
7. Click Edit > Travel Agent > Select > All Future.



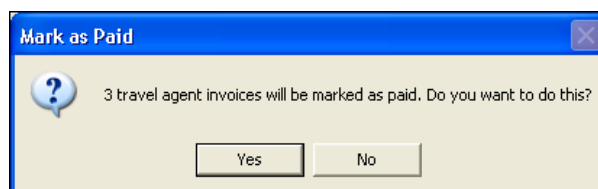
8. All travel agent reservations, regardless of agency, are listed in the Select Names window.

Records in Current Selection											
Tag	Last Name	First	First 2	Address	City	St	Zip	Home	Work	BusinessName	Email
<input type="checkbox"/>	Buffett	Jimmy	Jane	3313 W. Palm Beach	West Palm	FL	22099	414-555-1215	414-765-1245		bubba@margaritaville.cc
<input type="checkbox"/>	DeBerry	Fisher		2008 Alton Way							
<input type="checkbox"/>	O'Leary	David		31234 W. 8th Ave	Nashville	TN	65543	607-233-1234	607-312-1234		olearyt@adelphia.com

9. Click Edit > Travel Agent > Pay > All Future.



10. The following message is displayed, alerting you that the travel agent commissions will be marked as paid. Click the Yes button to continue.



## HOUSEKEEPING

This section covers the following housekeeping features in RezStream Professional.

1. Printing the Housekeeping report
2. Changing a room's status
3. Creating a housekeeping schedule

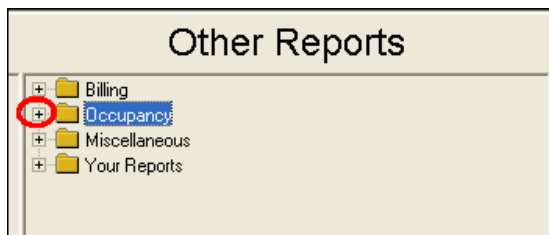
### PRINTING THE HOUSEKEEPING REPORT

Print the Housekeeping report to view rooms that are marked as arrivals, departures, stayovers, and out of service. Housekeepers can use the information provided on the report to service rooms accordingly. Use the following steps for printing the Housekeeping report.

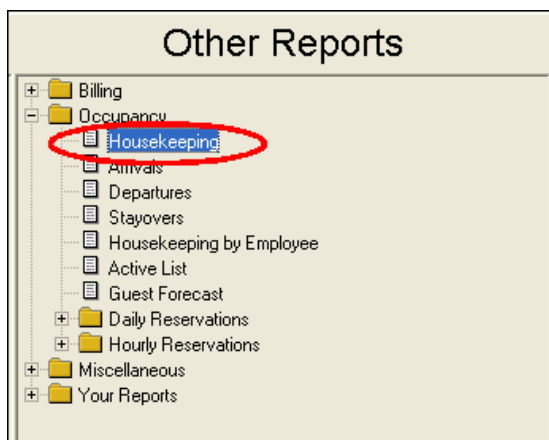
1. Click the Reports F7 icon on the left-hand main toolbar.



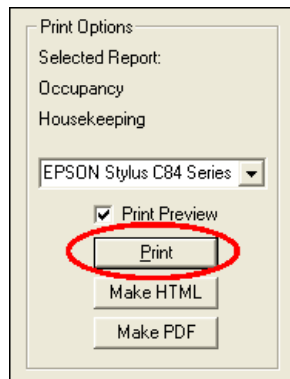
2. Click the "+" to the left of the Occupancy folder. Clicking the "+" expands the folder.



3. Left-click the Housekeeping report.

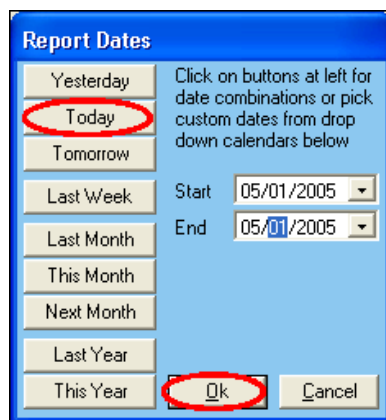


- Select a printer from the drop-down list and click the Print button.



***With the Print Preview checkbox marked, the Housekeeping report is displayed to the screen before printing.***

- The Report Dates window is displayed. Select a start/end date for the Housekeeping report or use the buttons on the left-hand side of the window for printing the report for a default time period. In this example, the report is being printed for today.



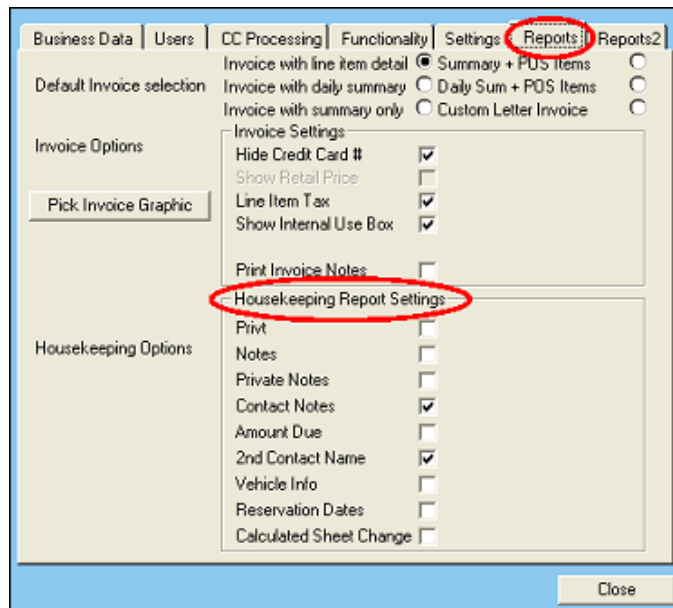
- Click OK. As the Print Preview box has been checked, the report will first display to the screen.

Housekeeping							For: 05/01/2005
Type	Length	Unit	A/C	Name	Stays/Nights	Notes	
<b>Arrivals</b>							<b>3</b>
Arrival	3	104-104 - Queen-Du	2 / 0	Rice, Brian	*1/3 08:46 PM	5/1/2005	
Arrival	4	106-106 - Queen-Du	2 / 0	Fallivene, Jeff	*4/4 11:20 PM	4/30/2005	
Arrival	3	115-115 - Queen-Du	2 / 0	Sherwood, Katie	*1/3 08:39 PM	5/1/2005	
<b>Departures</b>							<b>1</b>
Departure	4	104-104 - Queen-Du	2 / 0	Fallivene, Jeff	*4/4 08:46 PM	5/1/2005	
<b>Stayovers</b>							<b>1</b>
Stayover	6	101-101 - King	2 / 0	Burlett, Jimmy	*3/1		
<b>Out of Service</b>							<b>1</b>
Closed	3	108 - King		Carpet Cleaning			

- Click the Print button on the top toolbar to print a hard copy of the report.

## CUSTOMIZING THE HOUSEKEEPING REPORT

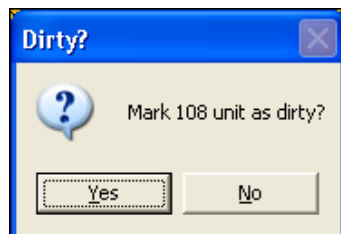
The fields that display on the Housekeeping report can be easily customized by clicking Tools > Configure > Reports. Use the checkboxes in the Housekeeping Report Settings section to specify which fields should display on the Housekeeping report.



## CHANGING A ROOM'S STATUS

Use the following steps for marking as dirty or clean.

1. Double-click the room number located on the left-hand side of the Daily screen. If the room is currently marked as clean, the following prompt is displayed.



2. Clicking the Yes button will then display a "D" on the Daily screen. The "D" denotes a dirty room.

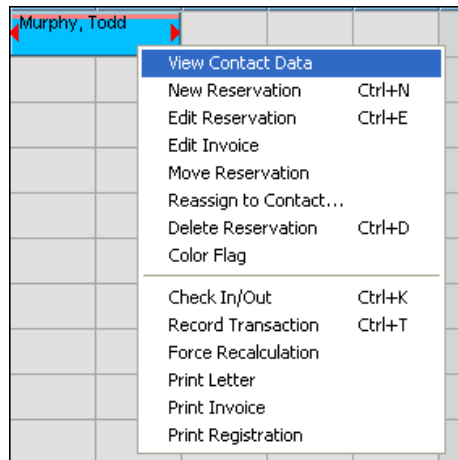


3. When double-clicking a dirty room on the Daily screen, the system displays a similar message prompting to mark the room as clean.

## CREATING A HOUSEKEEPING SCHEDULE

The Housekeeping by Employee report along with the Contact Notes field on the Contact Data screen can be used to assign specific rooms to a housekeeper. The following steps can be used to assign rooms and print this report.

1. Highlight a reservation on the Daily screen. Right-click and select the option for View Contact Data.



2. Click the Contact Notes tab and enter the name of the housekeeper (Angela Banks) responsible for cleaning the room.

Inv #	Entered	Begins	Ends	Start Unit	Length	Total	Paid	Confirmation
518	4/3/2006	4/2/2006	4/5/2006	115	4	\$665.40	\$300.00	518
451	2/8/2006	2/15/2006	2/19/2006	104	5	\$571.16	\$571.16	451
413	1/25/2006	2/2/2006	2/5/2006	121	4	\$510.14	\$510.14	413
333	1/17/2006	1/25/2006	1/25/2006	106	1	\$105.36	\$0.00	333
186	1/8/2006	1/16/2006	1/18/2006	111	3	\$332.70	\$0.00	186
139	11/20/2005	5/29/2005	5/30/2005	101	2	\$210.72	\$0.00	139

Starts: Sun, Apr 02, 2006    Departs: Thu, Apr 06, 2006    Length: 4    Start Unit: 115

Adult: 2    Pets: 0    Daily Reservation Total: \$600.00    Charges: \$665.40

Child: 0    Cars: 0    Hourly Reservation Total: \$0.00    Paid: \$300.00

Checked In:    Point of Sale Charges: \$0.00    Due: \$365.40

Checked Out:    Tax: \$65.40    Last Change: 4/3/2006

Guest Info: Invoice Notes: Private Notes: Travel Agent: Custom Notes: Payments:

Confirmation # 518    AD    Group

Cancellation #

Adult: [dropdown]    Child: [dropdown]

Pets: [dropdown]    Cars: [dropdown]

Arrive: [dropdown]    Depart: [dropdown]

Letter: Standard    [dropdown]

Checked In: [checkbox]    Out: [checkbox]

Batch Print: [checkbox]    Flag: [checkbox]

Credit Card Hold: [checkbox]

Invoice Check Box Flags:

- ☐ Tax Exempt
- ☐ Attention
- ☐ Custom 2
- ☐ Custom 3
- ☐ Custom 4
- ☐ Custom 5
- ☐ Custom 6

Contact Report Notes print with various reports    Contact Category

Angela Banks

11/20/2005

☐ Inquiry

☐ New

☒ Repeat

☐ Business

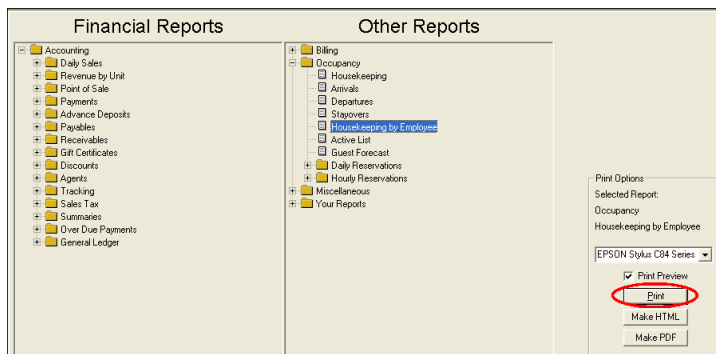
☐ Other

☐ Vendor

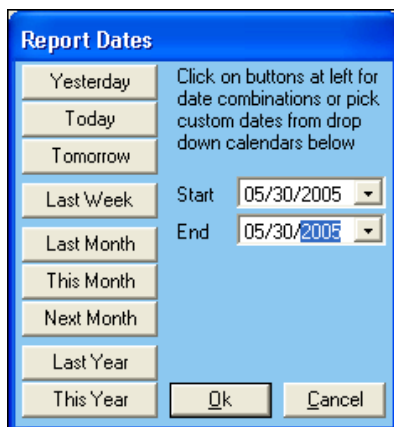
- Click the Reports F7 icon on the main left-hand toolbar.



- Click the "+" to the left of the Occupancy heading, select the Housekeeping by Employee report, and click the Print button.



- In the Report Dates window, select today's date (05/30/2005) as the start and end date and click the OK button.



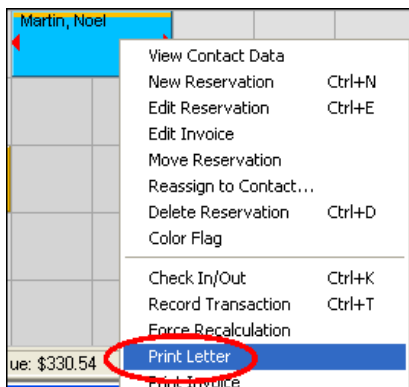


6. The Housekeeping by Employee report is printed. The name of the housekeeper responsible for cleaning the room is listed under the notes column.

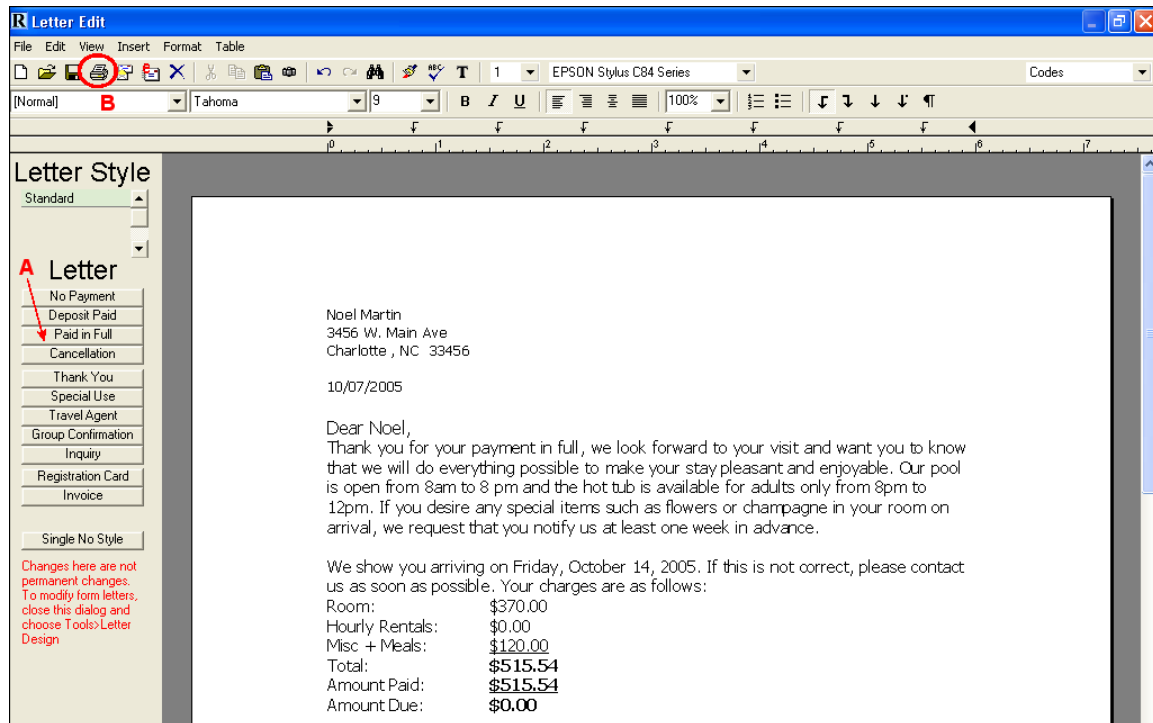
Housekeeping by Employee						
						For: 05/30/2005
Employee: Group #1			Units = 12			
Type	Length	Unit	A/C	Name	Stays/Nights	Notes
Departure	3	101-101 - King	1 /0	Nelson, Eric *7/21		Heather Clough
Departure	3	102-102 - King	1 /0	Nelson, Eric *7/21		Heather Clough
Departure	3	103-103 - King	1 /0	Nelson, Eric *7/21		Heather Clough
Departure	3	104-104 - Queen-Qu	1 /0	Nelson, Eric *7/21		Heather Clough
Departure	3	105-105 - Suite	1 /0	Nelson, Eric *7/21		Heather Clough
Departure	3	106-106 - Queen-Qu	1 /0	Nelson, Eric *7/21		Heather Clough
Departure	3	107-107 - Suite	1 /0	Nelson, Eric *7/21		Heather Clough
Departure	3	108-108 - King	1 /0	Lowry, Bobby *1/3		Angela Banks
Departure	3	110-110 - King	2 /0	Jackson, Pam *6/9		Anita Gale
Departure	3	111-111 - Suite	2 /0	Jackson, Pam *6/9		Anita Gale
Departure	3	112-112 - Suite	2 /0	Jackson, Pam *6/9		Anita Gale
Stayover	2	113-113 - Queen-Qu	2 /0	Murphy, Todd *2/5		Angela Banks
Out of Service						

## PRINTING LETTERS

You can print letters for each guest directly from RezStream Professional. These letters can be changed on-the-fly before printing and sending. To access a list of letters for each guest, right-click on a selected guest reservation from the Daily screen and select Print Letter.

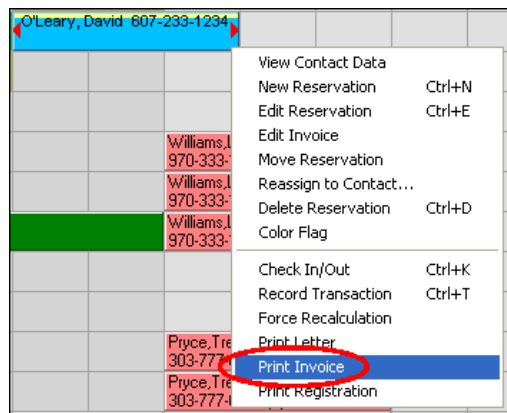


The Letter Edit window is displayed. Here, use the buttons on the left-hand side of the page to select a specific letter (A). Any letter can be directly edited prior to clicking the print button (B) on the top toolbar. Customize letters as you would any Microsoft Word document by typing directly in the text of the letter and using the formatting tools on the top toolbar.

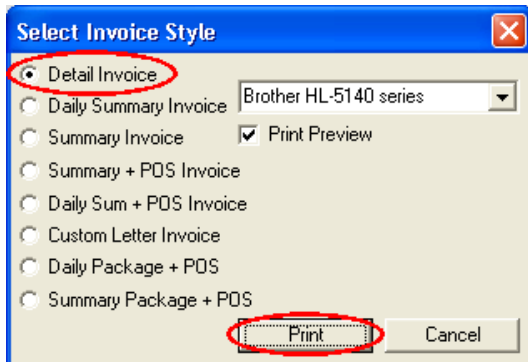


## PRINTING FOLIOS

From the Daily screen, highlight a reservation, right-click and select Print Invoice.



The Select Invoice Style window is displayed where you can select from a list of six folio types.



Highlight the desired folio type and click the Print button. With the Print Preview box selected, each folio type can be viewed to the screen prior to printing. A sample Detail Invoice is displayed below.

**The Cliffhanger Resort**  
 700 Highway 1  
 Yachats, OR 97499  
 541-888-2525 / 877-869-1210 / Fax: 541-322-2777

**Folio Charges -**

Name	David O'Leary	Arr - Dep	11/25/2005 - 11/28/2005	Charges	\$765.00
Address	31234 W. 8th Avenue	Recorded	11/15/2005	Tax	\$79.91
City	Nashville	Confirmation	126	Total	\$844.91
State	TN	Party	2 / 0	Paid	\$100.00
Postal Code	65543	Credit Card	x	Due	\$744.91
Telephone	607-233-1234	/			

Date	Description	Quantity	Amount	Tax	Total
11/25/2005	105 - Suite	1	\$145.00	\$15.81	\$160.81
11/25/2005	Wedding Cake	1	\$325.00	\$32.18	\$357.18
11/25/2005	Bottle of Wine	1	\$25.00	\$2.48	\$27.48
11/26/2005	105 - Suite	1	\$145.00	\$15.81	\$160.81
11/27/2005	105 - Suite	1	\$125.00	\$13.63	\$138.63
11/15/2005	Visa	David O'Leary			(\$100.00)

<b>Tax and Gratuity</b>	Resort	\$4.15	<b>Total</b>	<b>\$844.91</b>
<b>Detail:</b>	City	\$27.54	<b>Paid</b>	<b>\$100.00</b>
	State	\$48.22	<b>Due</b>	<b>\$744.91</b>

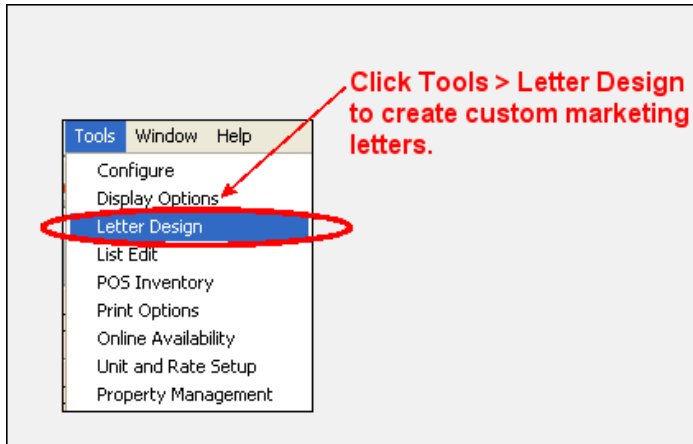
Our Policies: This is your folio policy. Change it by clicking on Tools>Print Options

**Office Use Only**

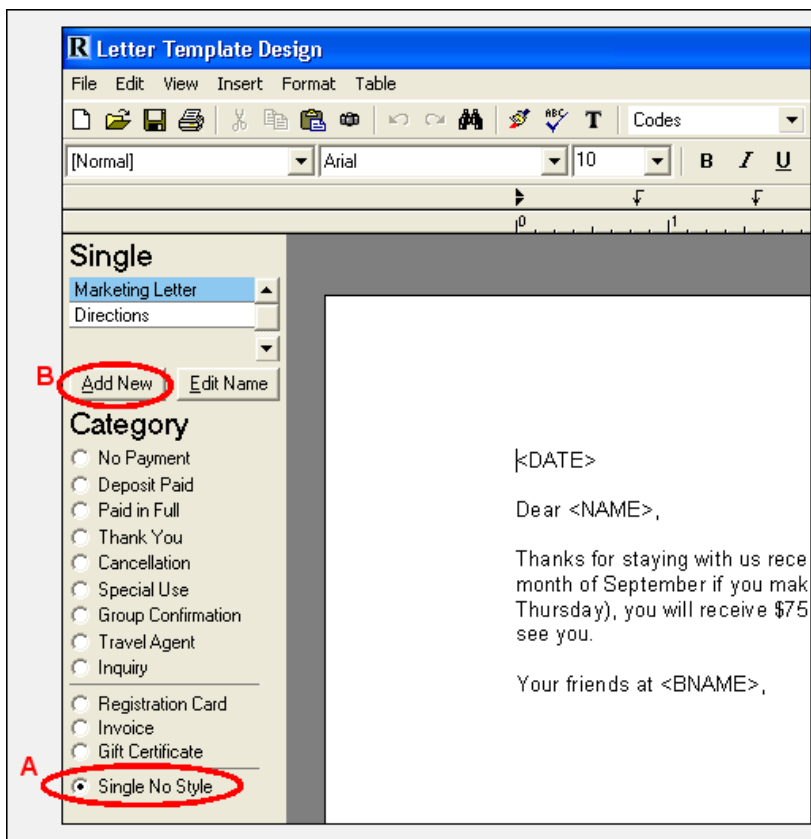
Cash	
Check #	
Credit Card	
Gift Certificate	

## CUSTOMIZING LETTERS

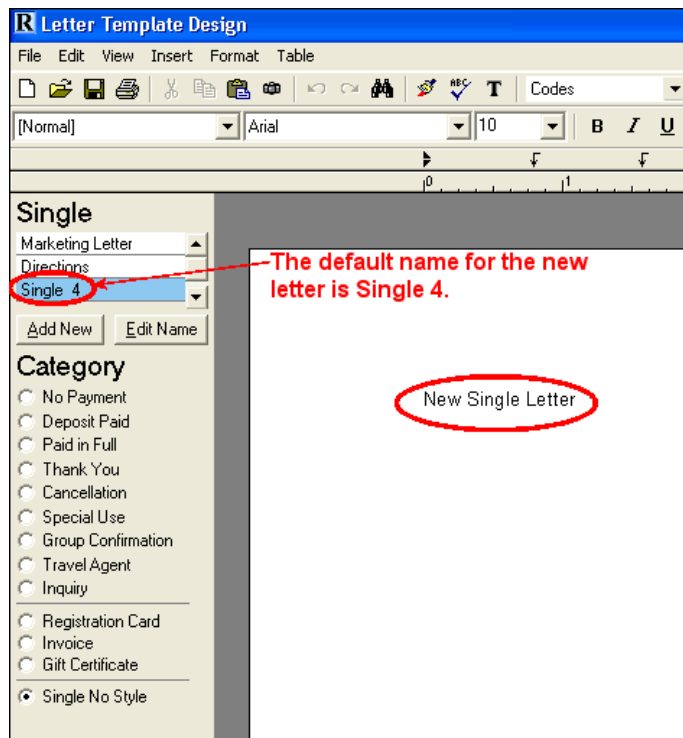
Click Tools > Letter Design to display the Letter Template Design window. Here, changes can be made to existing letters or new custom letters can be added.



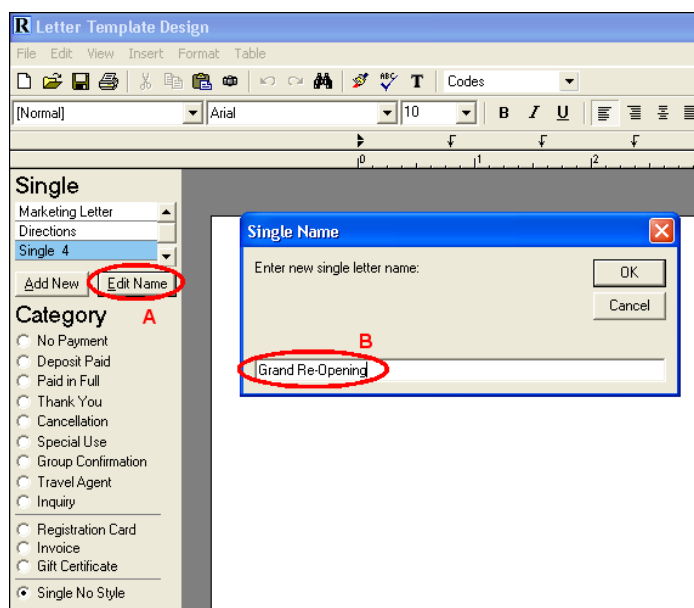
The Letter Template Design window is displayed. To create a new custom marketing letter, click the Single No Style radio button (A) and click Add New (B).



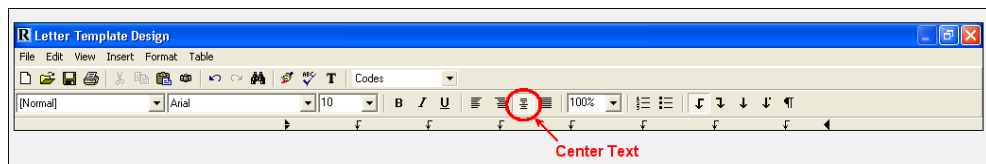
A blank page is displayed in the Letter Template Design window with the text “New Single Letter.”



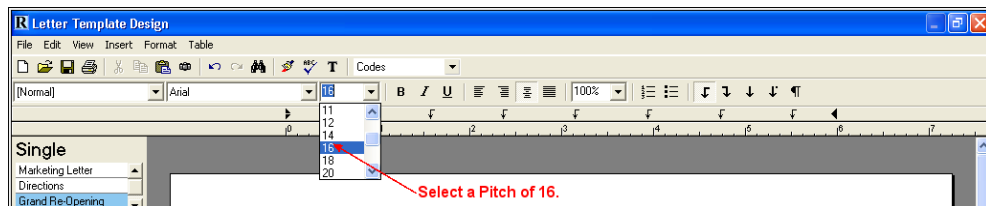
In this example, steps will be provided for creating a marketing letter alerting guests of the property's remodeled rooms and an invitation to take advantage of discounted grand opening room rates. Use the following steps for creating the letter. The new marketing letter is first named “Single 4.” To rename the letter, click the Edit Name button (A) and enter a new name. In this example, the letter is renamed, “Grand Re-Opening” (B).



1. Use the text justification button and the pitch drop-down menu to choose text placement and size.
  - a. Highlight the text “New Single Letter.”
  - b. From the main toolbar, click the Center Justify button.



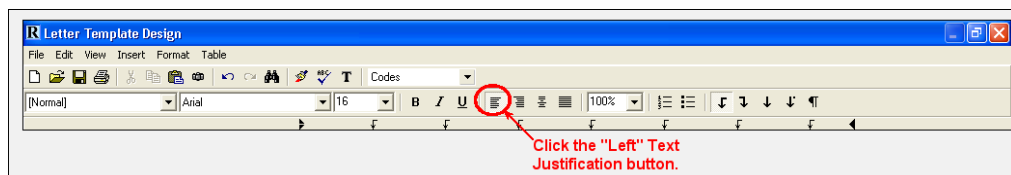
- c. Use the drop-down Pitch field to select a pitch of 16.



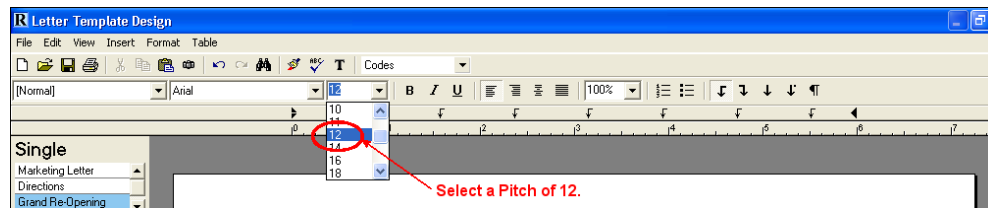
- d. Enter the text “The Cliffhanger Resort Announces Grand Opening Rates on Remodeled Rooms.”



- e. Press the <ENTER> key four times in order to add space between the heading and the body of the letter.
2. Reset the text justification to Left Justify, the pitch to “12,” and use a database letter code to enter the letter's salutation.
  - a. Click the Left text justification button.



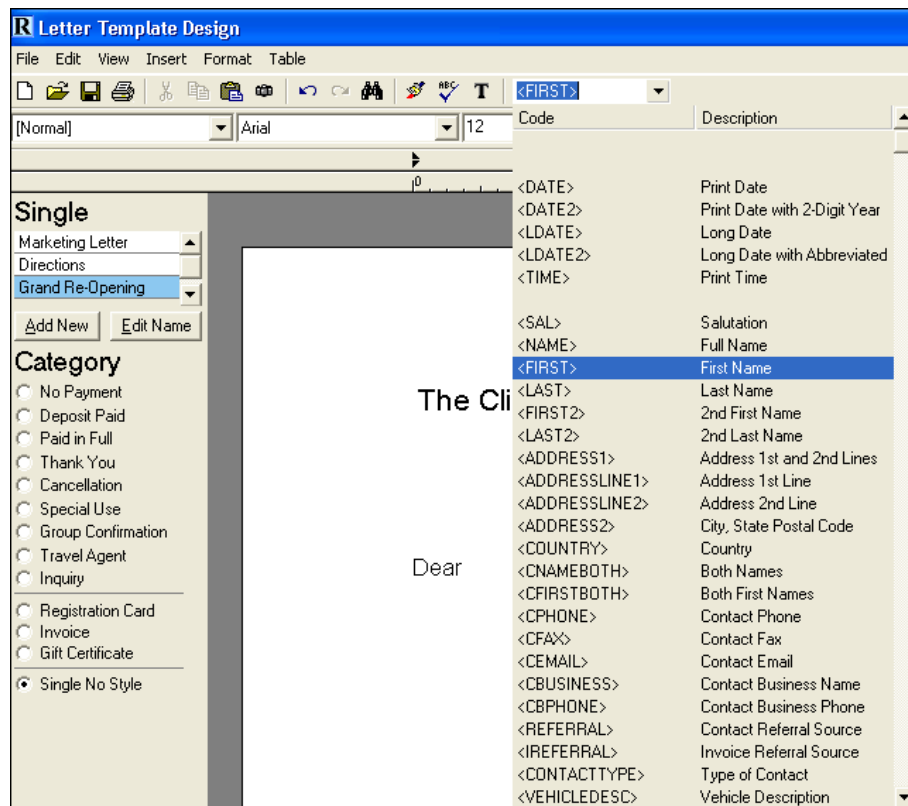
- b. Use the Pitch drop-down field to specify a pitch of 12.



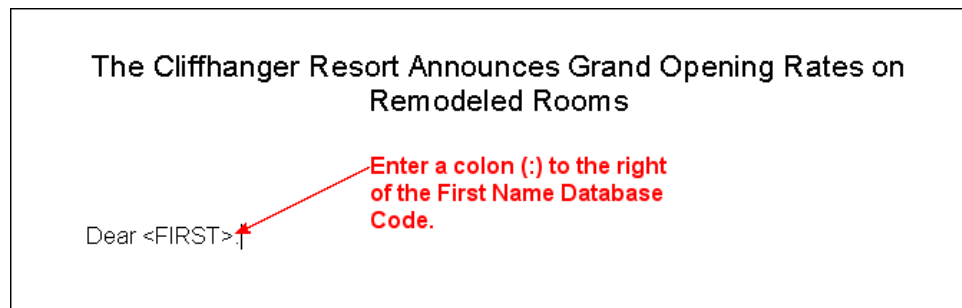
- c. Type the text, "Dear."



- d. Press the space bar once and use the Letter Code drop-down field to select the database code for <FIRST>.



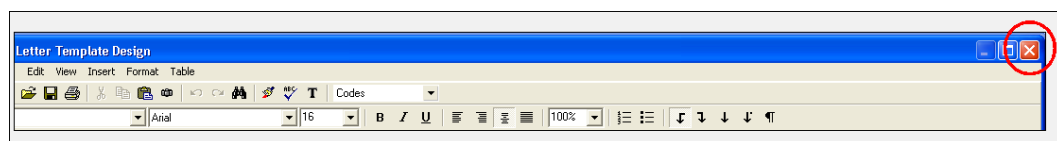
- e. The database code for first name is inserted into the letter's salutation. Enter a colon to the right of the database code.



3. Press the <ENTER> key twice and type the body of the letter.

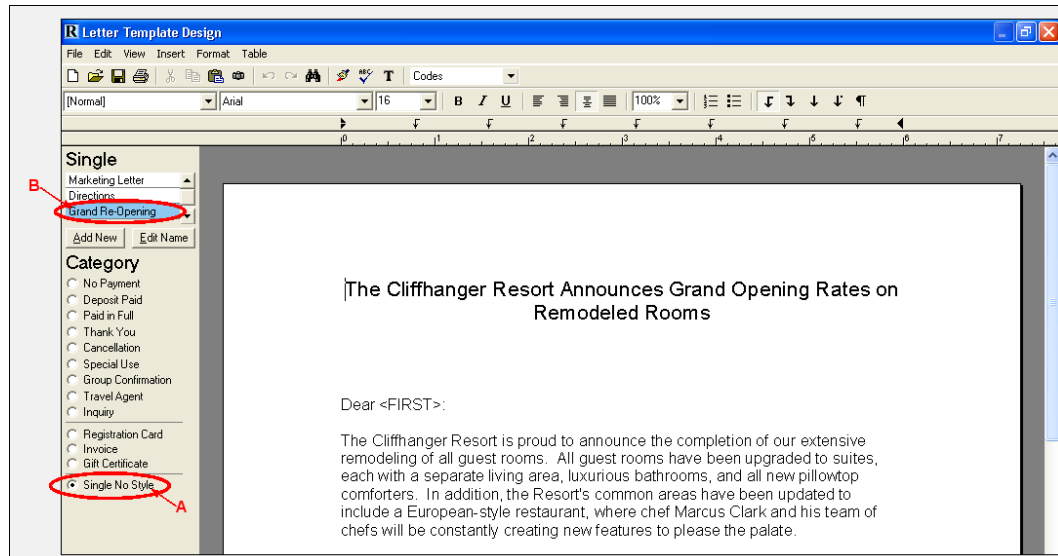


4. Close the Letter Template Design window.





5. The marketing letter is saved as a “Single No Style” letter. To make changes to the letter, select Tools > Letter Design, click the Single No Style radio button (A), and highlight Grand Re-Opening (B).

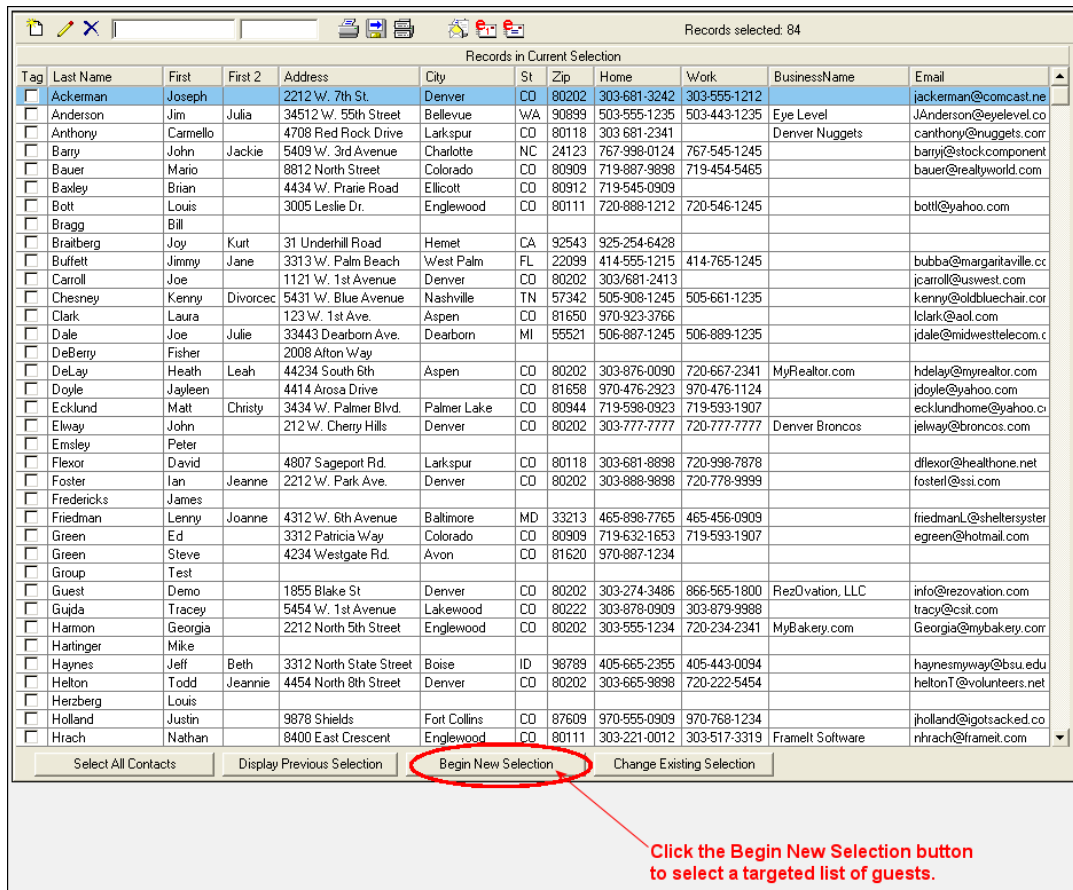


***Please review the following section, [Guest History Marketing](#), to learn more about RezStream Professional's mail merge features and distributing a Single No Style marketing letter to past guests.***

## GUEST HISTORY MARKETING

RezStream Professional allows you to create and utilize unlimited customer marketing lists for email marketing or traditional mail marketing campaigns.

To create marketing lists, begin by clicking the Select Names Ctrl+F button on the main left-hand toolbar of RezStream Professional. This will be your starting point for generating guest history letters, emails, or labels. After clicking the Select Names button, a list of all past guests on a guest history list is displayed.



Records selected: 64

Tag	Last Name	First	First 2	Address	City	St	Zip	Home	Work	BusinessName	Email
<input type="checkbox"/>	Ackerman	Joseph		2212 W. 7th St.	Denver	CO	80202	303-681-3242	303-555-1212		jackerman@comcast.net
<input type="checkbox"/>	Anderson	Jim	Julia	34512 W. 55th Street	Bellevue	WA	98099	503-555-1235	503-443-1235	Eye Level	JAnderson@eyelevel.co
<input type="checkbox"/>	Anthony	Carmello		4708 Red Rock Drive	Larkspur	CO	80118	303-681-2341		Denver Nuggets	canthony@nuggets.com
<input type="checkbox"/>	Barry	John	Jackie	5409 W. 3rd Avenue	Charlotte	NC	28123	767-998-0124	767-545-1245		barry@stockcomponent.com
<input type="checkbox"/>	Bauer	Mario		8812 North Street	Colorado	CO	80909	719-887-9898	719-454-5455		bauer@realtyworld.com
<input type="checkbox"/>	Baxley	Brian		4434 W. Prairie Road	Ellicott	CO	80912	719-545-0909			
<input type="checkbox"/>	Bolt	Louis		3005 Leslie Dr.	Englewood	CO	80111	720-888-1212	720-546-1245		boltt@yahoo.com
<input type="checkbox"/>	Bragg	Bill									
<input type="checkbox"/>	Bralberg	Joy	Kurt	31 Underhill Road	Hemet	CA	92543	925-254-6428			
<input type="checkbox"/>	Bullett	Jimmy	Jane	3313 W. Palm Beach	West Palm	FL	22099	414-555-1215	414-765-1245		bubba@margaritaville.cc
<input type="checkbox"/>	Carroll	Joe		1121 W. 1st Avenue	Denver	CO	80202	303/681-2413			jcarroll@uswest.com
<input type="checkbox"/>	Chesney	Kenny	Divorcee	5431 W. Blue Avenue	Nashville	TN	57342	505-908-1245	505-661-1235		kenny@oldbluechair.com
<input type="checkbox"/>	Clark	Laura		123 W. 1st Ave.	Aspen	CO	81650	970-923-3766			lclark@aol.com
<input type="checkbox"/>	Dale	Joe	Julie	33443 Dearborn Ave.	Dearborn	MI	55521	506-887-1245	506-889-1235		jdale@midwesttelecom.c
<input type="checkbox"/>	DeBerry	Fisher		2008 Alton Way							
<input type="checkbox"/>	DeLay	Heath	Leah	44234 South 6th	Aspen	CO	80202	303-876-0090	720-667-2341	MyRealtor.com	hdelay@myrealtor.com
<input type="checkbox"/>	Doyle	Jayleen		4414 Arosa Drive		CO	81658	970-476-2323	970-476-1124		jdoyle@yahoo.com
<input type="checkbox"/>	Ecklund	Matt	Christy	3434 W. Palmer Blvd.	Palmer Lake	CO	80944	719-598-0923	719-593-1907		ecklundhome@yahoo.c
<input type="checkbox"/>	Elway	John		212 W. Cherry Hills	Denver	CO	80202	303-777-7777	720-777-7777	Denver Broncos	jelway@broncos.com
<input type="checkbox"/>	Emsley	Peter									
<input type="checkbox"/>	Flexor	David		4807 Sageport Rd.	Larkspur	CO	80118	303-681-8898	720-998-7878		dflexor@healthone.net
<input type="checkbox"/>	Foster	Ian	Jeanne	2212 W. Park Ave.	Denver	CO	80202	303-888-9898	720-778-9999		fosteri@ssi.com
<input type="checkbox"/>	Fredericks	James									
<input type="checkbox"/>	Friedman	Lenny	Joanne	4312 W. 6th Avenue	Baltimore	MD	33213	465-898-7765	465-456-0909		friedmanL@sheltersyster
<input type="checkbox"/>	Green	Ed		3312 Patricia Way	Colorado	CO	80909	719-632-1653	719-593-1907		egreen@hotmail.com
<input type="checkbox"/>	Green	Steve		4234 Westgate Rd.	Avon	CO	81620	970-887-1234			
<input type="checkbox"/>	Group	Test									
<input type="checkbox"/>	Guest	Demo		1855 Blake St.	Denver	CO	80202	303-274-3486	866-565-1800	RezOvation, LLC	info@rezovation.com
<input type="checkbox"/>	Gujda	Tracey		5454 W. 1st Avenue	Lakewood	CO	80222	303-878-0909	303-879-9988		tracy@csit.com
<input type="checkbox"/>	Harmon	Georgia		2212 North 5th Street	Englewood	CO	80202	303-555-1234	720-234-2341	MyBakery.com	Georgia@mybakery.com
<input type="checkbox"/>	Hartinger	Mike									
<input type="checkbox"/>	Haynes	Jeff	Beth	3312 North State Street	Boise	ID	98789	405-665-2355	405-443-0094		haynesmyway@bsu.edu
<input type="checkbox"/>	Helton	Todd	Jeanne	4454 North 8th Street	Denver	CO	80202	303-665-9898	720-222-5454		heltonT@volunteers.net
<input type="checkbox"/>	Herzberg	Louis									
<input type="checkbox"/>	Holland	Justin		9878 Shields	Fort Collins	CO	87609	970-555-0909	970-768-1234		jholland@igotsacked.co
<input type="checkbox"/>	Hrach	Nathan		8400 East Crescent	Englewood	CO	80111	303-221-0012	303-517-3319	Framelt Software	nhrach@framelt.com

Select All Contacts    Display Previous Selection    **Begin New Selection**    Change Existing Selection

Click the Begin New Selection button to select a targeted list of guests.

The Begin New Selection button can be used to select a targeted list of guests. For example, generate lists based on a certain number of stays, number of nights, guest interests, amount spent at your property, or a range of arrival and/or departure dates. Once a targeted list is created, several functions can be performed, including:

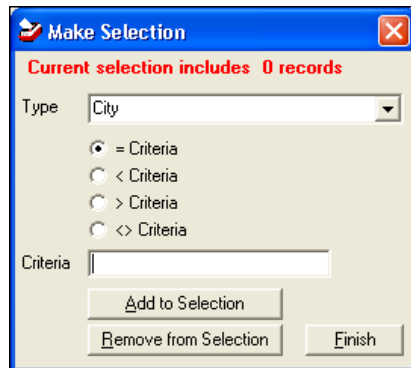
- Printing the list
- Exporting the list to a file
- Printing labels
- Performing a mail merge
- Sending an email to the selected guests

In the following example, a property in the Colorado mountains is sending a letter to its previous guests in the following cities to let them know about the completion of a recent remodel.

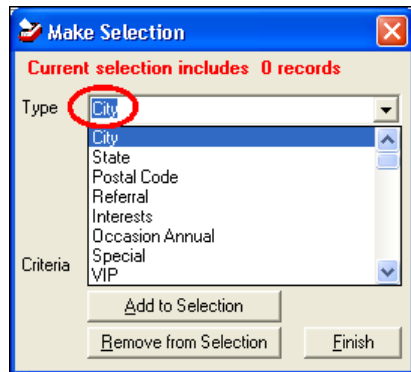
- Colorado Springs
- Denver
- Ft. Collins

Use the following steps to select guests from these three cities.

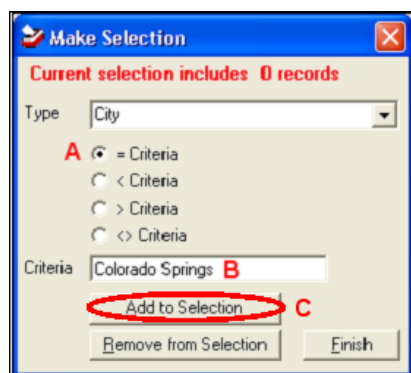
1. From the Select Names screen, click the Begin New Selection button. The Make Selection window is displayed.



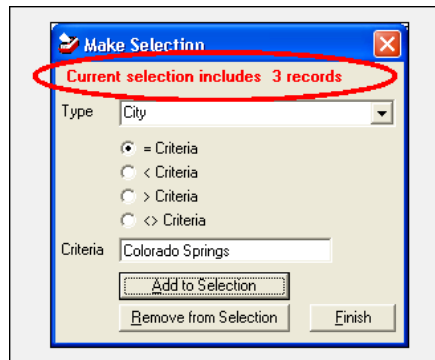
2. "City" happens to be the first field listed in the Type drop-down list. In this example, City is the field being used to create the targeted list from guest history.



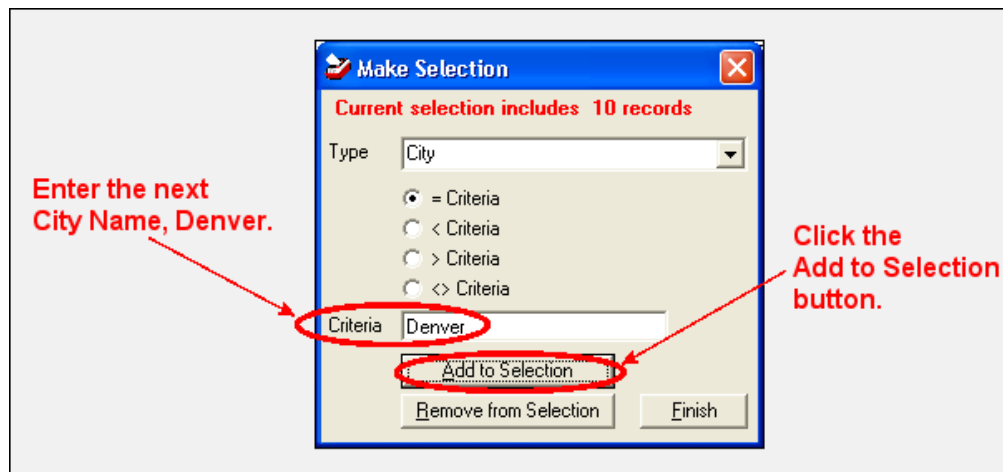
3. Be sure the "= Criteria" radio button is selected (A) and enter the text "Colorado Springs" in the Criteria field (B). Click the Add to Selection button (C).



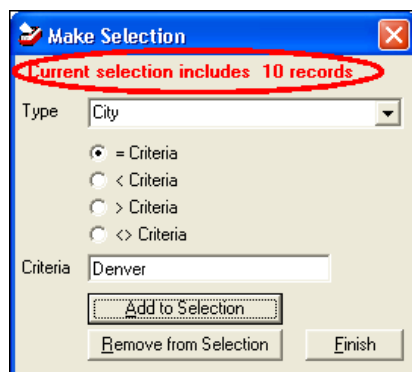
- The number of guests found from the city of Colorado Springs (3) is displayed at the top of the Make Selection window.



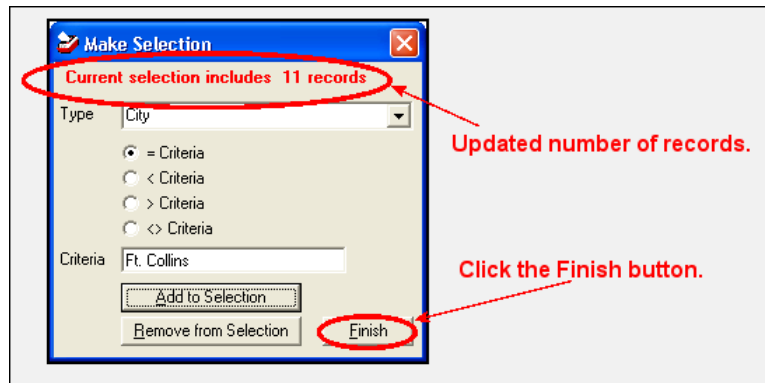
- Enter the name of the second city, Denver, in the Criteria field and click the Add to Selection button.



- The number of selected records is updated. The number of guests found from Denver (7) is included in the new total at the top of the Make Selection window.



7. Enter the name of the third city, Ft. Collins, in the Criteria field. Click the Add to Selection button to update the number of records selected and click the Finish button.

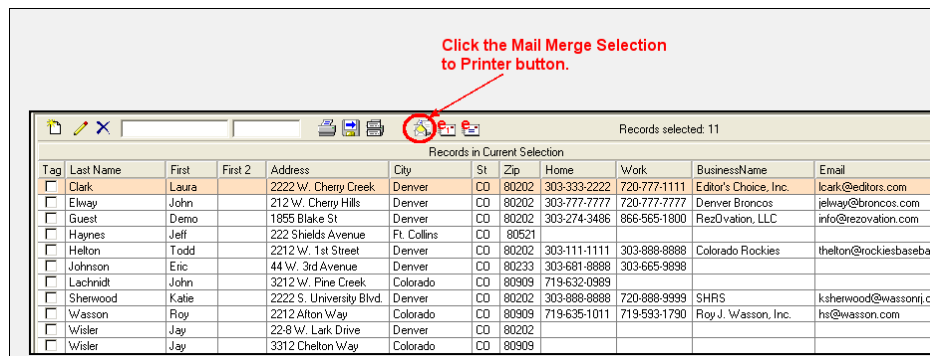


8. Only those guests from the three specified cities are now displayed in the Select Names window.

Tag	Last Name	First	First 2	Address	City	St	Zip	Home	Work	BusinessName	Email
<input type="checkbox"/>	Clark	Laura		2222 W. Cherry Creek	Denver	CO	80202	303-333-2222	720-777-1111	Editor's Choice, Inc.	lclark@editors.com
<input type="checkbox"/>	Elway	John		212 W. Cherry Hills	Denver	CO	80202	303-777-7777	720-777-7777	Denver Broncos	jelway@broncos.com
<input type="checkbox"/>	Guest	Demo		1855 Blake St	Denver	CO	80202	303-274-3486	866-565-1800	RezOvation, LLC	info@rezovation.com
<input type="checkbox"/>	Haynes	Jeff		222 Shields Avenue	Ft. Collins	CO	80521				
<input type="checkbox"/>	Helton	Todd		2212 W. 1st Street	Denver	CO	80202	303-111-1111	303-888-8888	Colorado Rockies	thelton@rockiesbaseball.com
<input type="checkbox"/>	Johnson	Eric		44 W. 3rd Avenue	Denver	CO	80233	303-681-8888	303-665-9898		
<input type="checkbox"/>	Lachnidt	John		3212 W. Pine Creek	Colorado	CO	80909	719-632-0989			
<input type="checkbox"/>	Sherwood	Katie		2222 S. University Blvd.	Denver	CO	80202	303-888-8888	720-888-9999	SHRS	ksherwood@wassonj.com
<input type="checkbox"/>	Wasson	Roy		2212 Alton Way	Colorado	CO	80909	719-635-1011	719-593-1790	Roy J. Wasson, Inc.	hw@wasson.com
<input type="checkbox"/>	Wislser	Jay		22-8 W. Lark Drive	Denver	CO	80202				
<input type="checkbox"/>	Wislser	Jay		3312 Chelton Way	Colorado	CO	80909				

Only guests from Colorado Springs, Denver, and Ft. Collins are displayed.

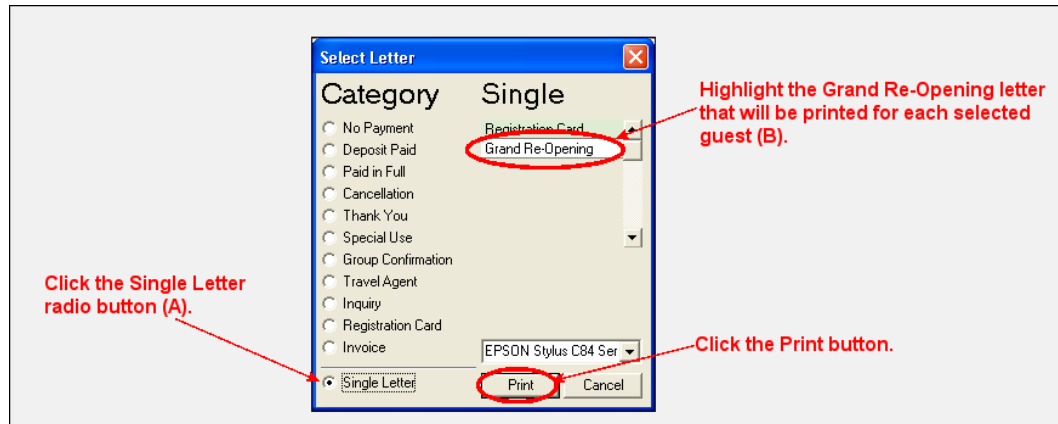
9. In our example, we will click the Mail Merge Selection to Printer button.



In addition to performing a mail merge, the following functions are available from the top toolbar on the Select Names screen:

	Print list from selection
	Export selection to file
	Print labels for selection
	Blind carbon copy merge to single email
	Mail merge message per recipient to email

10. The Select Letter window is displayed. In order to select a customized marketing letter similar to the one created in the previous section, **Customizing Letters**, click the Single Letter radio button (A) and highlight the Grand Re-Opening letter (B) that will be sent to each selected guest.



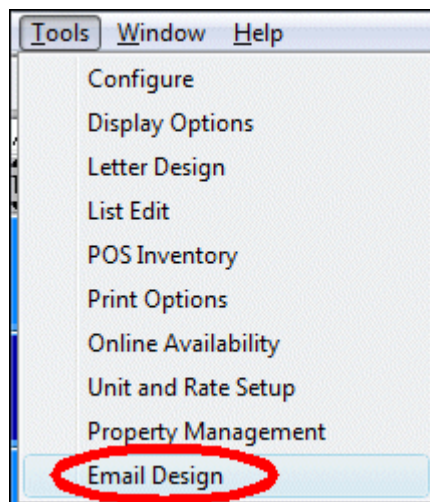
11. Click the Print button to send the letters directly to the printer. A letter is printed for each selected guest.



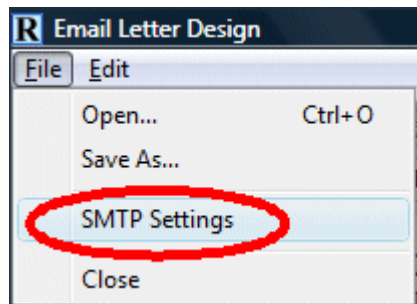
**RezStream Professional has the ability to send email marketing lists via Outlook and Outlook Express email programs. However, this is not recommended since these programs have limited bulk email capabilities.**

## **HTML EMAIL EDITOR**

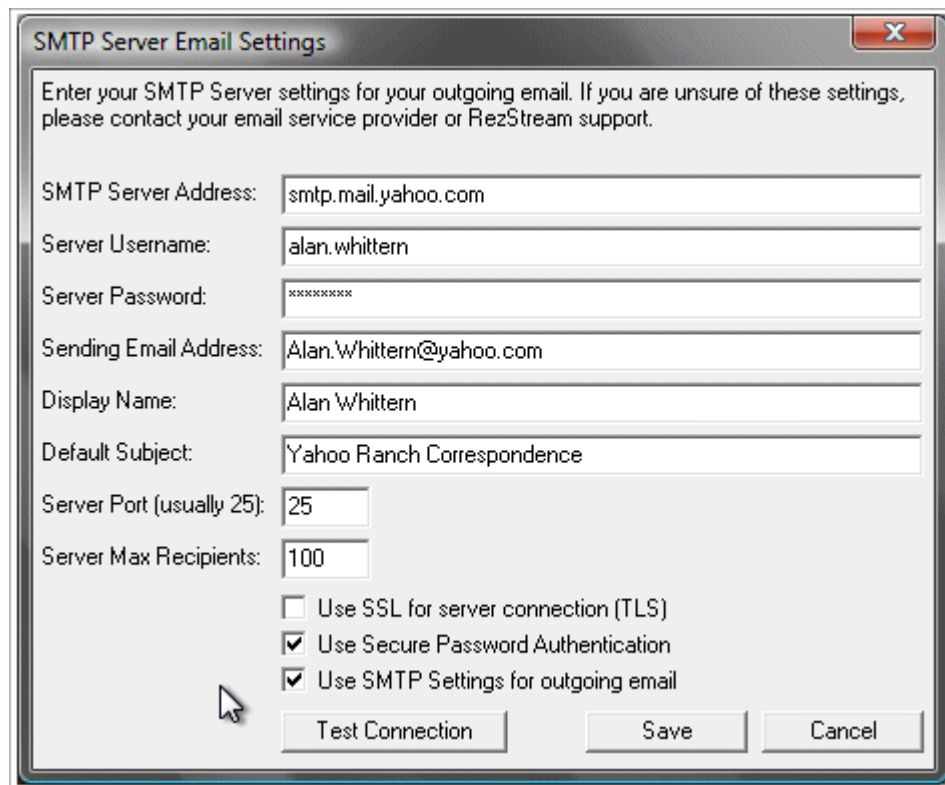
Access RezStream's HTML email editor by clicking Tools &gt; Email Design.



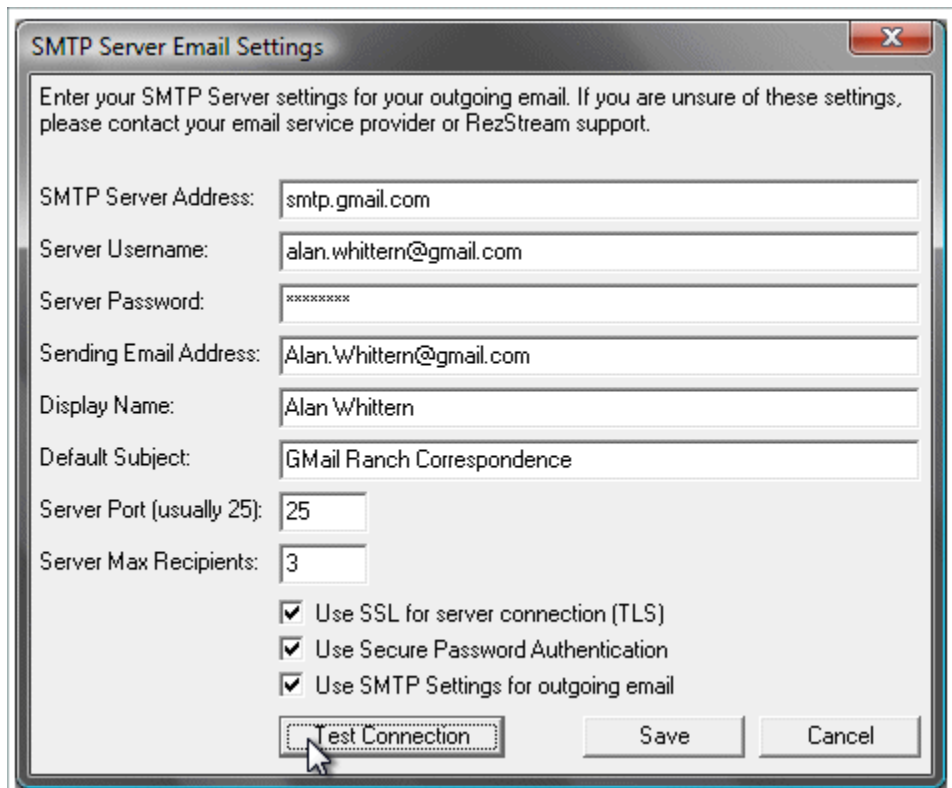
From the editor, click File > SMTP Settings to configure RezStream to work with your email provider.



Two examples follow, one for Yahoo mail and another for Gmail.



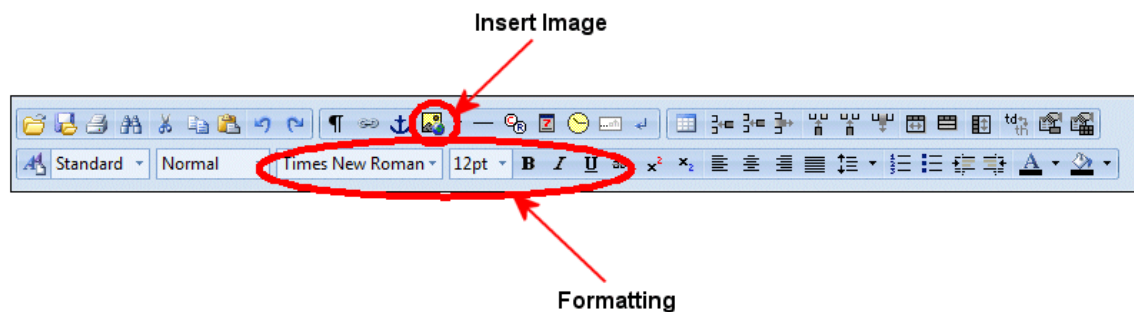
Gmail settings.



The image shows a dialog box titled "SMTP Server Email Settings". It contains the following fields and options:

- SMTP Server Address: smtp.gmail.com
- Server Username: alan.whittern@gmail.com
- Server Password: (masked with asterisks)
- Sending Email Address: Alan.Whittern@gmail.com
- Display Name: Alan Whittern
- Default Subject: GMail Ranch Correspondence
- Server Port (usually 25): 25
- Server Max Recipients: 3
- ☒ Use SSL for server connection (TLS)
- ☒ Use Secure Password Authentication
- ☒ Use SMTP Settings for outgoing email
- Buttons: Test Connection, Save, Cancel

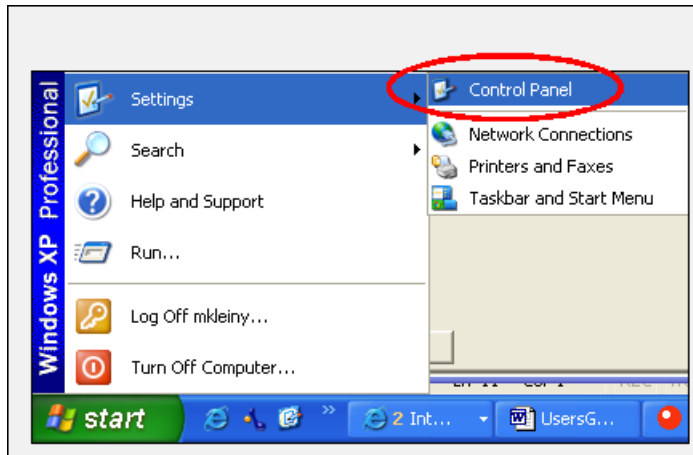
After configuring your SMTP settings, use the email editor to add text, graphics and special formatting.



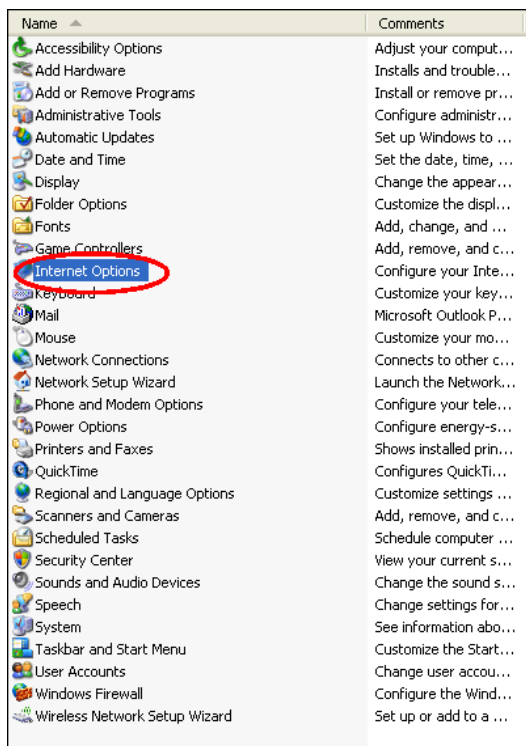


## EMAIL MARKETING

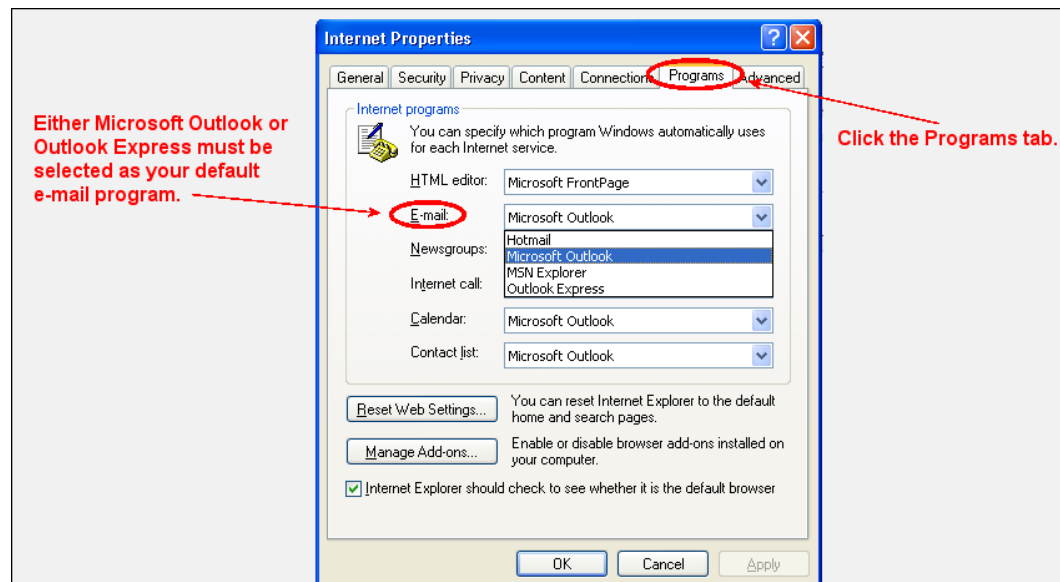
To send email letters from RezStream Professional, make sure that Microsoft Outlook or Microsoft Outlook Express is set as the default email program in your Windows system settings. Check this default setting by clicking Start > Settings > Control Panel.





Select Internet Options.



Click the Programs tab and make sure that Microsoft Outlook or Outlook Express is selected as your default email program.



After double-checking your default email program, guest history emails can be sent using the steps described in the previous section, **Guest History Marketing**. However, your email program must first be launched and instead of clicking the Mail merge selection to printer button in step #9 of **Guest History Marketing**, click one of the following two email options.


1. Blind carbon copy merge to single email (  ) - Generates one email with all guest names in the blind carbon copy address field. The main advantage to using this method is that you are able to edit the marketing letter text prior to clicking the Send button.
2. Mail merge message per recipient to email (  ) – Sends one email to each selected guest.



**RezStream Professional cannot send guest history emails if you use a browser-based mail program such as Yahoo, MSN, or AOL. However, you may copy and paste letters from RezStream into browser-based email programs.**

## ***Troubleshooting Guest History Email***

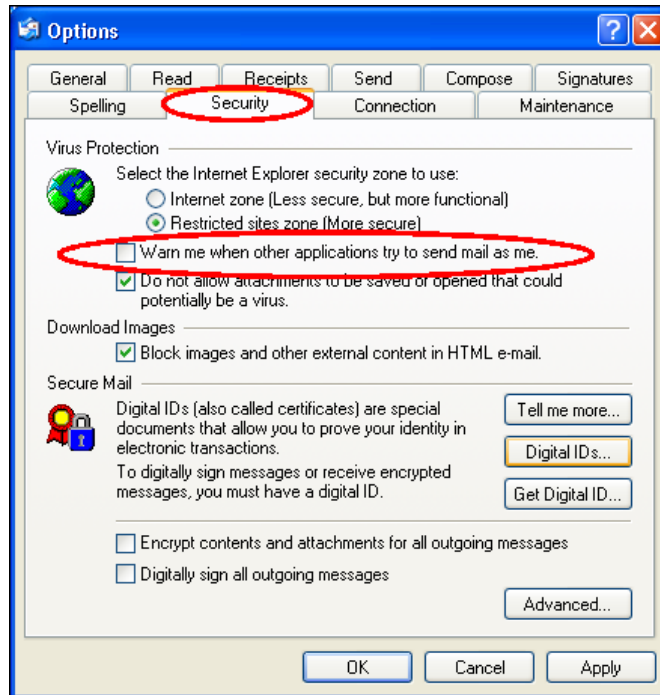
Refer to the following list if you have questions or problems sending guest history emails.

- The guest you are trying to contact must have a valid email address.
- You must be connected to the Internet to send email.
- Your email program (Microsoft Outlook or Outlook Express) must be open and minimized prior to sending the guest history email.
- Outlook Express does not support the "Blind Carbon Copy merge to single email" feature. If you are using Outlook Express, you must use the "Mail merge message per recipient" option () instead.
- When sending marketing emails, you may receive a message from Outlook or Outlook Express stating that, "A program is trying to automatically send email on your behalf."



If you are using the "Blind Carbon Copy merge to single email" feature, click "OK" to this message. If you are using the "Mail merge message per recipient" option, you will see this message for every email sent.

- If you are using Outlook Express, disable the security feature that causes this message to display by opening Outlook Express and clicking Tools > Options > Security. Under the Virus Protection heading, un-check "Warn me when other applications try to send mail as me."



- If you are using Microsoft Outlook, this warning cannot be disabled. Instead, click "Yes" at each prompt allowing Outlook to send each guest history email. Alternatively, you may investigate using a free "helper" application to work around this issue. This free trial application can be investigated using the following link:

<http://www.contextmagic.com/express-clickyes/>

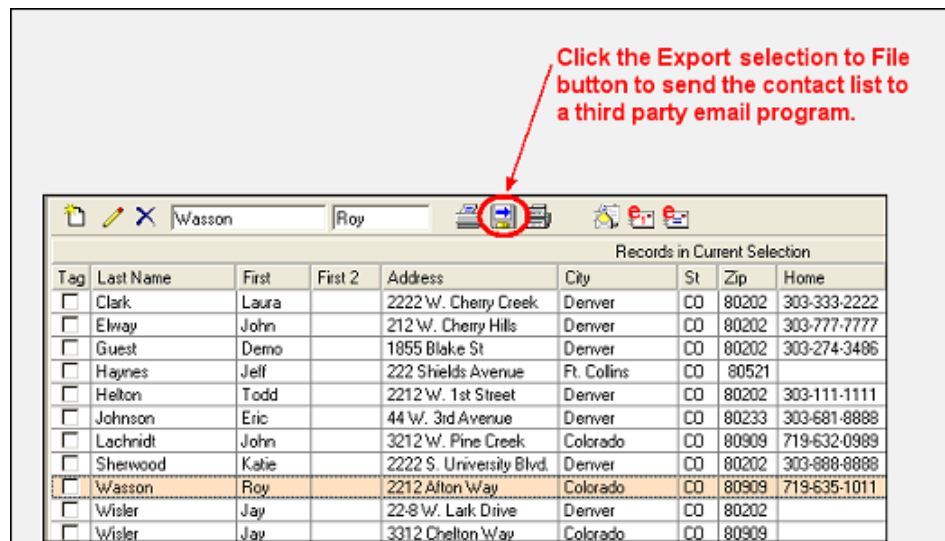
- RezStream Professional can only send letters in rich text format. Some special formatting may not be sent with your letter. However, if you change your formatting in Outlook or Outlook Express to "HTML," you can then re-format the letter as needed in Outlook.

### Third Party Email Programs

A list of contacts can be exported to a file and then uploaded into a third party email program for distribution. These programs are typically inexpensive, easy to use, and fully support HTML formatting. This method also allows you to use a robust email marketing tool to track emails that "bounce" (returned due to bad addresses) and allows you to generate emails with full formatting and graphics capabilities. Examples of direct marketing email programs include:

- Constant Contact - <http://search.constantcontact.com>
- Campaign Enterprise - <http://www.arialsoftware.com/enterprise.htm>
- Intellicontact - <http://www.intellicontact.com>

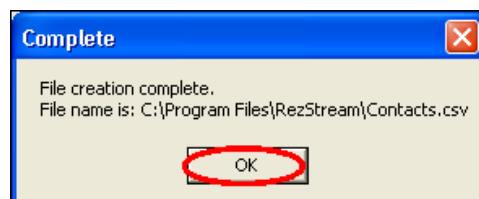
Click the Export selection to File button to export a guest list to a third party software application.



After clicking the Export selection to File button, the following prompt is displayed.



If guests have requested to be taken off of mailing lists, click the No button. A Contacts.csv file is created in the RezStream folder. Click OK to continue.



**Steps for importing the Contacts.csv file will vary based on the third party email program you have installed. Please consult that program's User's Manual or Help File for information on importing a list of contacts.**

## ONLINE AVAILABILITY AND INTERNET RESERVATIONS

### INTRODUCTION

Online availability is one of the fastest growing services in the travel industry. The benefits of using online availability are numerous, including:

- Potential customers are able to easily see whether or not a room is available on the days that they would like to visit your property.
- You can increase revenue by posting online availability.

Each Online Availability company that RezStream Professional interfaces with features slightly different benefits and features. Select the company that best reflects your needs. Keep in mind that you do not have to automatically accept reservation requests without first contacting potential customers.

### COMPATIBLE ONLINE AVAILABILITY COMPANIES

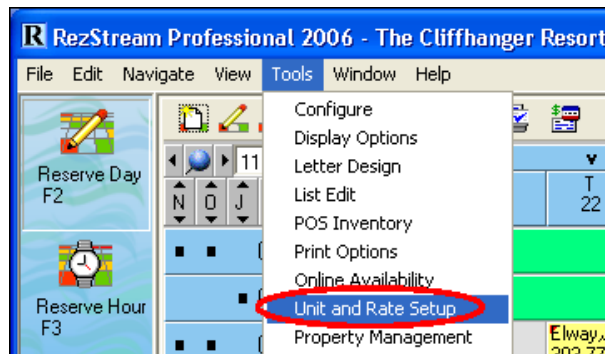
RezStream offers several methods for accepting Internet reservations, including:

- **RezStream Booking Engine** – The preferred method for generating online reservations. The RezStream Booking Engine is a web based program that seamlessly integrates your property's website and other Internet reservation sites with RezStream Professional, allowing potential guests the ability to book confirmed online reservations. The RezStream Booking Engine provides a high-level of customization and flexibility and it can receive online reservations 24 hours a day, 365 days a year!
- **Availability Online** - RezStream Professional has a two-way data transfer with Availability Online, meaning that your availability can be uploaded to Availability Online and reservation requests can be downloaded to RezStream Professional.
- **EUBookings** - A highly recommended web based company that provides inexpensive availability services in Waterford, Ireland. RezStream Professional can upload room availability to EUBookings and also download and enter reservation requests.
- **InnRes** - A web based company that provides availability services. RezStream Professional interfaces with InnRes and allows you to automatically upload your availability and download reservation requests.
- **NetBookings** - RezStream Professional interfaces with NetBookings and allows you to automatically upload your availability and download reservation requests. The two-way data transfer feature between RezStream and NetBookings works by allowing you to directly download availability requests into RezStream Professional, without using your email program.
- **Webervations** - A web based company that provides online availability services. RezStream Professional can upload your availability to Webervations and also download and enter reservation requests into the RezStream Professional software.
- **WorldRes** - WorldRes provides GDS (Global Distribution System) services for properties of all sizes.

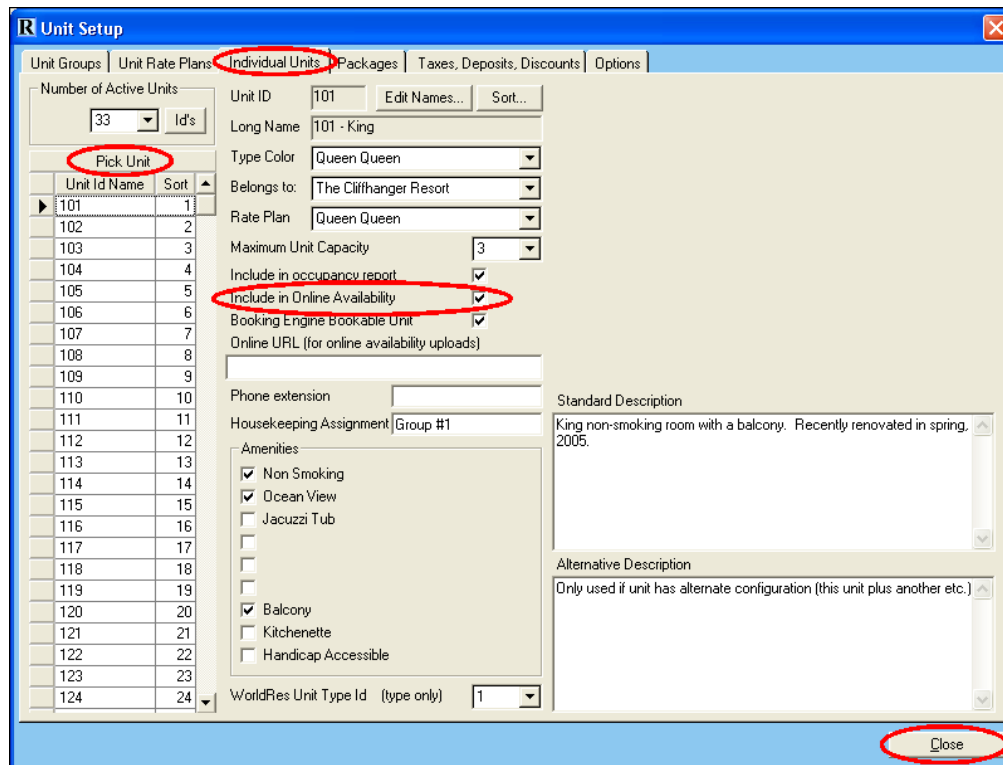
## CONFIGURING UNITS FOR ONLINE AVAILABILITY

Regardless of the online availability service selected, units must be configured in the RezStream Professional software for online availability. To specify that a unit will be available online, use the following steps.

1. Click Tools > Unit and Rate Setup.



2. Click the Individual Units tab on the Unit Setup screen. Select each unit individually from the Pick Unit list that will be available online and enter a checkmark in the Include in Online Availability field. Do this same procedure for every unit that will be included as an online reservation choice.



3. Click the Close button.

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## REZSTREAM BOOKING ENGINE



***The RezStream Booking Engine is the preferred method for generating online bookings because it is fully integrated with RezStream Professional.***

Benefits of using the RezStream Booking Engine include:

- **DIRECT BANK DEPOSITS:** Payments for bookings made from your website are electronically deposited directly into your bank account within a few business days.
- **EASE OF USE:** The RezStream Booking Engine can be accessed via the Internet using a user ID and password. Coupled with RezStream's industry-leading Property Management Software products, integration is seamless.
- **CUSTOMIZE YOUR LEVEL OF SERVICE:** Choose RezStream Booking Engine products and services that make sense for your business, from a simple availability calendar to distribution to all the major travel websites, including Expedia and Travelocity.
- **FLEXIBLE:** All property information, policies, unit rates, minimum night stay requirements, 'blackout' dates, and items unique to your property are completely customizable.



***There are several documents available on the RezStream website for configuring and using the RezStream Booking Engine. Use the following link to access these guides.***

***<http://www.rezstream.com/support/documentation/rezstream-booking-engine/>***

For additional information about purchasing the RezStream Booking Engine, please contact RezStream Sales at 866-360-8210.

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## AVAILABILITY ONLINE

RezStream Professional has two-way data transfer with Availability Online, making it easy for your availability to be uploaded to Availability Online and reservation requests to be downloaded to RezStream Professional. When reservation requests are downloaded from Availability Online, you have the opportunity to accept or reject the requests. If you accept the request, the reservation is automatically uploaded into your RezStream Professional availability. In addition, a confirmation email can be sent to the Internet guest.

### **CONTACT AVAILABILITY ONLINE**

To set up an account with Availability Online, please contact them directly.

Availability Online  
PO Box 488  
Rutland, VT 05702  
888-487-1456  
802-774-1124  
[www.availabilityonline.com](http://www.availabilityonline.com)

### **CONFIGURING REZSTREAM PROFESSIONAL FOR AVAILABILITY ONLINE**

Use the following steps for configuring RezStream Professional for use with Availability Online.

1. Click the Tools > Unit and Rate Setup > Individual Units tab on the Unit Setup screen. Select each unit individually from the Pick Unit list that will be available online and enter a checkmark in the Include in Online Availability field. Do this same procedure for every unit that will be included as an online reservation choice.



- As part of the Availability Online setup, you will define a sort order for your units. The sort order defined in Availability Online must match the unit sort order in RezStream Professional. Confirm the sort order in RezStream Professional by clicking Tools > Unit and Rate Setup > Individual Units. The sort order is displayed in the Pick Unit table on the left-hand side of the Unit Setup window.

**Unit Setup**

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Deposits, Discounts | Options

Number of Active Units: 33

Pick Unit

Unit Id	Name	Sort
101	101 - King	1
102		2
103		3
104		4
105		5
106		6
107		7
108		8
109		9
110		10
111		11
112		12
113		13
114		14
115		15
116		16
117		17
118		18
119		19
120		20
121		21
122		22
123		23
124		24

Unit ID: 101 | Edit Names... | Sort...

Long Name: 101 - King

Type Color: Queen Queen

Belongs to: The Cliffhanger Resort

Rate Plan: Queen Queen

Maximum Unit Capacity: 3

Include in occupancy report: ☒

Include in Online Availability: ☒

Booking Engine Bookable Unit: ☒

Online URL (for online availability uploads):

Phone extension:

Housekeeping Assignment: Group #1

Amenities:

☒ Non Smoking

☒ Ocean View

☐ Jacuzzi Tub

☒ Balcony

☐ Kitchenette

☐ Handicap Accessible

WorldRes Unit Type Id (type only): 1

Standard Description: King non-smoking room with a balcony. Recently renovated in spring, 2005.

Alternative Description: Only used if unit has alternate configuration (this unit plus another etc.)

Close

- Click Tools > Online Availability and select the Availability Services tab. Check the "Upload availability" box for Availability Online.

**Online Availability Configuration**

Availability Services | Update Frequency | Request Cancel Policy

Availability Online (www.availabilityonline.com)

☒ Upload availability ☐ Accept online requests

Rate to upload: Rate 1

User Name: NA

Password: NA

Req: NA

EU Bookings (www.eubookings.com)

☐ Upload availability ☐ Accept online requests

Rate to upload: Rate 1

User Name: NA

Password: NA

InnRes (www.innres.net)

☐ Upload availability ☐ Accept online requests

Rate to upload: Rate 1

User Name: NA

Password: NA

Inntopia (www.inntopia.com)

☐ Upload availability

Rate to upload: Rate 1

User ID: NA

Net Bookings (www.netbookings.com)

☐ Upload availability ☐ Accept online requests

Rate to upload: Rate 1

User Name: NA

Password: NA

RezTracker (reztracker.com) -- not affiliated with RezOvation

☐ Upload availability ☐ Accept online requests

Rate to upload: Rate 1

User Name: NA

Customer Id: NA

Password: NA

Webervations (www.webervations.com)

☐ Upload availability ☐ Accept online requests

Rate to upload: Rate 1

User Name: NA

Password: NA

WorldRes (www.worldres.com)

☐ Upload availability ☐ Pass by Unit Type ☐ Id's

Organization Code:

Property Code:

4. Enter the User Name, Password, and Req information that you received from Availability Online when configuring your account.

The screenshot shows the "Online Availability Configuration" window with the "Availability Services" tab selected. The "Availability Online (www.availabilityonline.com)" section is active, and the "Upload availability" checkbox is checked. The "User Name" field contains "CLFHNGOR", the "Password" field contains "4440214", and the "Req" field contains "05-1243". These three fields are circled in red. Other sections like "EU Bookings", "InnRes", "Net Bookings", "RezTracker", "Webervations", "Inntopia", and "WorldRes" are also visible but not selected.

5. Check the "Accept online requests" box if your property has elected to download reservation requests from Availability Online to RezStream Professional.

The screenshot shows the same "Online Availability Configuration" window. In the "Availability Online (www.availabilityonline.com)" section, the "Accept online requests" checkbox is now checked and circled in red. The "User Name", "Password", and "Req" fields remain the same as in the previous screenshot.

6. Select a rate that will be used for Internet reservations booked via Availability Online. Typically, this is your property's Rack Rate (Rate 1). However, certain properties may elect to create a special "Online" Rate Name using Tools > Unit and Rate Setup > Unit Rate Plans within RezStream Professional.

**Online Availability Configuration**

Availability Services | Update Frequency | Request Cancel Policy

**Availability Online (www.availabilityonline.com)**

☒ Upload availability ☒ Accept online requests

Rate to upload: **Rate 1**

User Name: **Rate 1**

Password: **Rate 1**

**InnRes (www.innres.com)**

☐ Upload availability ☐ Accept online requests

Rate to upload: **Rate 1**

User Name: **NA**

Password: **NA**

**Net Bookings (www.netbookings.com)**

☐ Upload availability ☐ Accept online requests

Rate to upload: **Rate 1**

User Name: **NA**

Password: **NA**

**EU Bookings (www.eubookings.com)**

☐ Upload availability ☐ Accept online requests

Rate to upload: **Rate 1**

User Name: **NA**

Password: **NA**

**Inntopia (www.inntopia.com)**

☐ Upload availability

Rate to upload: **Rate 1**

User ID: **NA**

**RezTracker (reztracker.com) -- not affiliated with RezOvation**

☐ Upload availability ☐ Accept online requests

Rate to upload: **Rate 1**

User Name: **NA**

Customer Id: **NA** Password: **NA**

**Webervations (www.webervations.com)**

☐ Upload availability ☐ Accept online requests

Rate to upload: **Rate 1**

User Name: **NA**

Password: **NA**

**WorldRes (www.worldres.com)**

☐ Upload availability ☐ Pass by Unit Type ☐ Id's

Organization Code:

Property Code:

Rate 1 corresponds to the first Rate Name defined (Rack in our example). Rate 2 corresponds to the second Rate Name defined (AAA in our example).

**Unit Setup**

Unit Groups | **Unit Rate Plans** | Individual Units | Packages | Taxes, Deposits, Discounts | Options

**1 Unit Type / Rate Plan**

Rate Plan	Rental by Day or Hour	Tax Class
Queen Queen	Daily	Full Tax
King	Daily	Full Tax
Suite	Daily	Full Tax
Meeting Rooms	Hourly	Full Tax
Hot Air Balloon Rides	Hourly	Local Tax
Boat Rentals	Hourly	Local Tax

**2 Rate Names**

Rate Name	Rate Period	Default Package	Sort	Bookable
<b>Rate 1</b> Rack	Daily	None	1	<input checked="" type="checkbox"/>
<b>Rate 2</b> AAA	Daily	None	2	<input checked="" type="checkbox"/>

If two or more units share the same seasonal rates, it is considered one rate plan. Please enter a rate plan name for every set of rates that you have. You do not need to enter a different rate plan for every unit that you have unless all are priced differently.

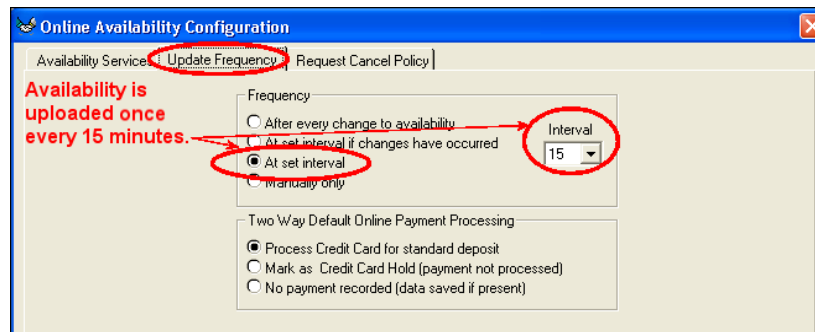
Rate Names are the different rates that may be available for a single unit. Examples could be AAA and Business. Rate Names must be created for each unique rate plan. Actual charges are entered below under the various seasonal rates that may be created for each rate. Use the sort column to determine the default rate and which rates are uploaded to online services.

Add New Rate Plan


Add New Rate Name

Copy Rate Names

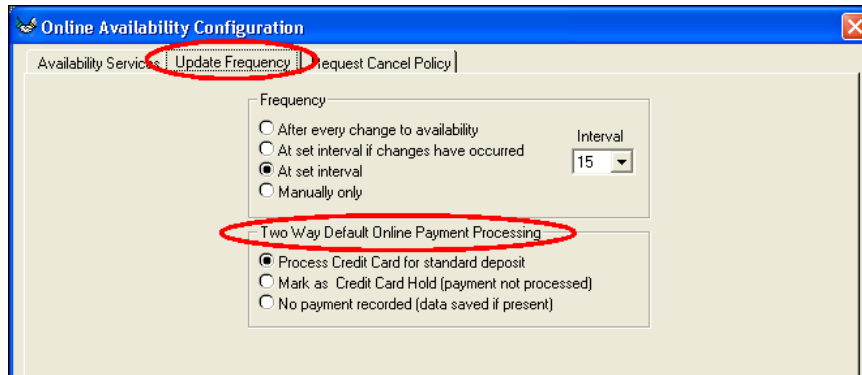
7. Click the Update Frequency tab to set the frequency to be used for your availability upload. In the example below, availability will be uploaded to Availability Online every 15 minutes.



Refer to the following table when selecting an Update Frequency.

UPDATE FREQUENCY OPTION	USED WHEN...
After every change to availability	...you have a full-time Internet connection and don't mind uploading data often.
At set interval if changes have occurred	... you have a full-time Internet connection but anticipate uploading data often. This is a good choice because changes are only uploaded when they have been made in RezStream Professional. In addition, setting your upload to 15-30 minutes is sufficient because most online availability companies set their "servers" to post availability information every 5-20 minutes. Uploading more often than every 15 minutes is unproductive and not beneficial.
At set interval	...you have a full time Internet connection and want to specify how often your availability will be uploaded from RezStream Professional to the online availability service.
Manually only	<p>...you have a normal dial-up connection. This option works well for small properties. If you choose this option, you can then go to the RezStream Professional Daily screen and click File &gt; Online Availability Update and pick your online availability services company from the drop-down list.</p>  <p>This will upload your availability quickly and accurately. Manual users will need to connect to the Internet several times a day and upload their availability.</p>

8. When using Availability Online with RezStream Professional, you may choose to automatically download reservation requests. The "Two Way Default Online Payment Processing" setting in the Update Frequency tab specifies the default payment choice after accepting reservation requests.



## EUBOOKINGS

With EUBookings, you accept or reject reservation requests. Those requests that are accepted are automatically entered into RezStream Professional. With the EUBookings interface, an email confirmation can be automatically sent to the guest and a deposit can be recorded in the RezStream Professional software. These features help reduce manual input. The EUBookings interface allows you to only upload your availability or also venture into the world of "real-time" reservations.

Once you establish an account with EUBookings, you may then set RezStream Professional to automatically upload your availability to their server and receive reservation requests directly into RezStream Professional.

### CONTACT EUBOOKINGS

EUBookings  
3 South Parade  
Waterford, Ireland  
353 51 855 939  
353 51 855932 (Fax)  
www.eubookings.com

### CONFIGURING REZSTREAM PROFESSIONAL FOR EUBOOKINGS

Use the following steps for specifying EUBookings as your property's source for Internet reservations.

1. Click the Tools > Unit and Rate Setup > Individual Units tab on the Unit Setup screen. Select each unit individually from the Pick Unit list that will be available online and enter a checkmark in the Include in Online Availability field. Do this same procedure for every unit that will be included as an online reservation choice.
2. Click Tools > Online Availability and select the Availability Services tab.

- Check the "Upload availability" box for EUB bookings. Check the "Accept online requests" box if your property has elected to download reservation requests from EUB bookings to RezStream Professional. Type in your user name and password for EU Bookings.

The screenshot shows the "Online Availability Configuration" window with the "Availability Services" tab selected. The "EUB Bookings (www.eubookings.com)" section is highlighted with a red circle. A red arrow points to the "Accept online requests" checkbox, which is checked. A red text box says: "Check 'Accept online requests' if you want reservation requests to be entered automatically in RezOvation Desktop." Other sections like "Availability Online", "InnRez", "Net Bookings", "Webervations", "RezTracker", and "WorldRes" are also visible with their respective configuration options.

- Click the Update Frequency tab to set the frequency to use for your availability upload. In the example below, availability is uploaded once every 15 minutes (a set interval).

The screenshot shows the "Online Availability Configuration" window with the "Update Frequency" tab selected. The "Frequency" section is highlighted with a red circle. A red text box says: "Availability is uploaded once every 15 minutes." A red arrow points to the "At set interval" radio button, which is selected. Another red arrow points to the "Interval" dropdown menu, which is set to "15". The "Two Way Default Online Payment Processing" section is also visible with its own set of radio buttons.

Review other setting options in the Update Frequency tab using the table on page 371.

- When using EUB bookings with RezStream Professional, you may choose to download reservation requests directly into RezStream. The "Two Way Default Online Payment Processing" setting allows you to specify a default payment choice after you accept reservation requests via the RezStream Professional two-way feature. This allows you to take a payment after accepting an automatic reservation request.

The two-way data transfer feature works by allowing you to directly download reservation requests into RezStream Professional without using an email program. After reviewing and evaluating each request, you can either accept it or reject it. You have complete control over the entire process and there are several choices of how to accept or reject requests. If you decide to accept the reservation request, it will automatically be entered into RezStream without any manual input. In addition, an automatic email is sent to the potential customer regardless of whether you accept or reject the request.

## INNRES

InnRes is a web based Internet reservation company that provides online availability services. RezStream Professional interfaces with InnRes and allows you to automatically upload your availability and download reservation requests.

The two-way data transfer feature works by allowing you to directly download reservation requests into RezStream Professional without using an email program. After reviewing and evaluating each request, you can either accept it or reject it. You have complete control over the entire process and there are several choices of how to accept or reject requests. If you decide to accept the reservation request, it will automatically be entered into RezStream without any manual input. In addition, an automatic email is sent to the potential customer regardless of whether you accept or reject the request.

### CONTACT INNRES

InnRes, LLC  
PO Box 471  
Latrobe, PA 15650  
800-813-8949  
724-532-5564  
www.innres.net

### CONFIGURING REZSTREAM PROFESSIONAL FOR INNRES

Click Tools > Unit and Rate Setup > Individual Units and make sure that the "Include in Online Availability" box is checked for each room that you wish to upload to InnRes.

The screenshot shows the 'Unit Setup' window with the 'Individual Units' tab selected. On the left, there is a table of units with columns 'Unit Id', 'Name', and 'Sort'. Units 101 through 124 are listed. On the right, the configuration details for a selected unit (Unit ID 101) are shown. The 'Include in Online Availability' checkbox is checked, and a red circle and arrow highlight it with the instruction: 'Enter a checkmark for each room that will be uploaded to InnRes.'



**RezStream Professional Unit IDs and sort order must match the Unit IDs and sort order for InnRes. Please consult the InnRes configuration documentation ([www.innres.net](http://www.innres.net)) for additional information about configuring your online account.**

After configuring your units for InnRes, click Tools > Online Availability and check the "Upload availability" box for InnRes.

Check "Accept online requests" to automatically download and enter reservation requests.

**Online Availability Configuration**

Availability Services | Update Frequency | Request Cancel Policy

**Availability Online (www.availabilityonline.com)**

☐ Upload availability ☐ Accept online requests

Rate to upload: Rate 1

User Name: NA

Password: NA Req: NA

**InnRes (www.innres.net)**

☒ Upload availability ☒ Accept online requests

Rate to upload: Rate 1

User Name: cliffhanger

Password: yachatsor1

**EU Bookings (www.eubookings.com)**

☐ Upload availability ☒ Accept online requests

Rate to upload: Rate 1

User Name: mkleiny

Password: stouter1

**Inntopia (www.inntopia.com)**

☐ Upload availability

Rate to upload: Rate 1

User ID: NA

**Net Bookings (www.netbookings.com)**

☐ Upload availability ☐ Accept online requests

Rate to upload: Rate 1

User Name: NA

Password: NA

**RezTracker (reztracker.com) -- not affiliated with RezDvation**

☐ Upload availability ☐ Accept online requests

Rate to upload: Rate 1

User Name: NA

Customer Id: NA Password:

**Webervations (www.webervations.com)**

☐ Upload availability ☐ Accept online requests

Rate to upload: Rate 1

User Name: NA

Password: NA

**WorldRes (www.worldres.com)**

☐ Upload availability ☐ Pass by Unit Type: Id's

Organization Code:

Property Code:

Type in your user name and password. This information will be received from InnRes. Also check "Accept online requests" if you wish to have RezStream Professional download and enter reservation requests for you. You will also need to pick a rate to upload. Typically this is your Rack Rate, although some properties define a special "Online" Rate Name in Tools > Unit and Rate Setup > Unit Rate Plans.

After completing the fields in the Availability Services window for InnRes, specify the frequency that you would like to upload your availability by clicking the Update Frequency tab.

**Online Availability Configuration**

Availability Services | **Update Frequency** | Request Cancel Policy

**Availability is uploaded once every 15 minutes.**

**Frequency**

☐ After every change to availability

☐ At set interval if changes have occurred

☒ At set interval

☐ manually only

Interval: 15

**Two Way Default Online Payment Processing**

☒ Process Credit Card for standard deposit

☐ Mark as Credit Card Hold (payment not processed)

☐ No payment recorded (data saved if present)

Review other setting options in the Update Frequency tab using the table on page 371.



## NETBOOKINGS

RezStream Professional interfaces with NetBookings and allows you to automatically upload your availability and download reservation requests. This two-way data transfer feature works by allowing you to directly download availability requests into RezStream Professional without using your email program.

### CONTACT NETBOOKINGS

NetBookings is an online availability company based in Indiana with numerous users throughout the United States. If you would like to use NetBookings for publishing your online availability company, please give them a call at the number provided below.

NetBookings  
8806 Fathom Crest  
Indianapolis, IN 46256  
866-826-6548  
317-579-9778  
317-579-9779 (Fax)  
www.NetBookings.com

### CONFIGURING REZSTREAM PROFESSIONAL FOR NETBOOKINGS

Use the following steps for configuring RezStream Professional for use with NetBookings.

1. Click Tools > Unit and Rate Setup > Individual Units and enter a checkmark in the "Include in Online Availability" box for every unit that will be uploaded to NetBookings.

The screenshot shows the 'Unit Setup' window with the 'Individual Units' tab active. A list of units is on the left, and the details for unit 101 are on the right. The 'Include in Online Availability' checkbox is checked and circled in red. A red arrow points to this checkbox with the text 'Enter a checkmark for each room that will be uploaded to NetBookings.'



**RezStream Professional Unit IDs and sort order must match the Unit IDs and sort order for NetBookings. Please consult the NetBookings configuration documentation ([www.netbookings.com](http://www.netbookings.com)) for additional information about configuring your online account.**

- Click Tools > Online Availability and select the Availability Services tab. Check the "Upload availability" box for NetBookings.

The screenshot shows the 'Online Availability Configuration' window with the 'Availability Services' tab selected. The window contains several sections for different booking services, each with options to 'Upload availability' and 'Accept online requests'. The 'NetBookings (www.netbookings.com)' section has the 'Upload availability' checkbox checked, which is circled in red. Other sections include Availability Online, EU Bookings, InnRes, Inntopia, RezTracker, Webervations, and WorldRes. Each section also includes fields for 'Rate to upload', 'User Name', 'Password', and 'Req' or 'Customer Id'.

- Enter your user name and password. This information will be received from NetBookings.

This screenshot shows the same 'Online Availability Configuration' window, but now the 'User Name' and 'Password' fields in the 'NetBookings' section are filled with 'CLFHNG1' and 'ORCOAST1' respectively. These fields are circled in red. The 'Upload availability' checkbox remains checked. The other sections of the window are unchanged from the previous screenshot.

4. Check the "Accept online requests" field if reservation requests will be downloaded and entered directly into RezStream Professional. Select a rate that will be used for online reservations at NetBookings.com.

The screenshot shows the 'Online Availability Configuration' window with the 'Net Bookings (www.netbookings.com)' section selected. The 'Rate to upload' dropdown is set to 'Rate 1', and the 'Accept online requests' checkbox is checked. A red arrow points to the 'Rate 1' dropdown with the text: 'The specified rate will be used for online reservations.'

5. Specify the frequency that you would like to upload your availability by clicking the Update Frequency tab.

The screenshot shows the 'Online Availability Configuration' window with the 'Update Frequency' tab selected. The 'Frequency' section has 'At set interval' selected, and the 'Interval' dropdown is set to '15'. A red arrow points to the 'At set interval' radio button with the text: 'Availability is uploaded once every 15 minutes.'

Review other setting options in the Update Frequency tab using the table on page 371.

---

## WEBERVATIONS

Webervations is an online availability and Internet reservations company based in Rockbridge, Ohio. RezStream Professional can be configured for a two-way interface with Webervations where your availability can be uploaded and reservation requests downloaded. With reservation requests, it's up to you whether or not you want to accept or reject the request. If you decide to accept the request, the reservation is automatically entered into RezStream Professional. An email confirmation can then be sent to the guest.

Once you establish an account with Webervations, you may then set RezStream to automatically upload your availability to their server and receive reservation requests directly into the Desktop software.

### **CONTACT WEBERVATIONS**

Webervations  
American Dreams, Inc.  
23546 State Route 180  
Rockbridge, Ohio 43149  
740-385-4444  
[www.webervations.com](http://www.webervations.com)

### **CONFIGURING REZSTREAM PROFESSIONAL FOR WEBERVATIONS**

Use the following steps for configuring RezStream Professional to interface with Webervations for publishing your property's availability and receiving Internet reservations.

1. Click the Tools > Unit and Rate Setup > Individual Units tab on the Unit Setup screen. Select each unit individually from the Pick Unit list that will be available online and enter a checkmark in the Include in Online Availability field. Do this same procedure for every unit that will be included as an online reservation choice.

2. Check the Individual Unit Long Name and confirm that it is the same Long Name that you have configured in Webervations. The Unit Long Name must match your configuration in Webervations, otherwise the availability uploads and downloads will not work. Note that extra spaces or other characters in the unit name will cause a mismatch between the two systems.

**Unit Setup**

Unit Groups | Unit Rate Plans | **Individual Units** | Packages | Taxes, Deposits, Discounts | Options

Number of Active Units: 33 | Id's

Pick Unit

Unit Id	Name	Sort
101	1	
102	2	
103	3	
104	4	
105	5	
106	6	
107	7	
108	8	
109	9	
110	10	
111	11	
112	12	
113	13	
114	14	
115	15	
116	16	
117	17	
118	18	
119	19	
120	20	
121	21	
122	22	
123	23	
124	24	

Unit ID: 101 | Edit Names... | Sort...

**Long Name:** 101 - King

Type Color: Queen Queen

Belongs to: The Cliffhanger Resort

Rate Plan: Queen Queen

Maximum Unit Capacity: 3

Include in occupancy report: ☒

Include in Online Availability: ☒

Booking Engine Bookable Unit: ☒

Online URL (for online availability uploads):

Phone extension:

Housekeeping Assignment (Group #1):

Amenities:

- ☒ Non Smoking
- ☒ Ocean View
- ☐ Jacuzzi Tub
- ☐
- ☐
- ☒ Balcony
- ☐ Kitchenette
- ☐ Handicap Accessible

WorldRes Unit Type Id (type only): 1

Standard Description: King non-smoking room with a balcony. Recently renovated in spring, 2005.

Alternative Description: Only used if unit has alternate configuration (this unit plus another etc.)

Close

3. Click Tools > Online Availability and check the "Upload availability" box under the Webervations heading.

**Online Availability Configuration**

Availability Services | Update Frequency | Request Cancel Policy

Availability Online (www.availabilityonline.com)

☐ Upload availability ☐ Accept online requests

Rate to upload: Rate 1

User Name: NA

Password: NA

Req: NA

EU Bookings (www.eubookings.com)

☐ Upload availability ☐ Accept online requests

Rate to upload: Rate 1

User Name: NA

Password: NA

InnRes (www.innres.net)

☐ Upload availability ☐ Accept online requests

Rate to upload: Rate 1

User Name: NA

Password: NA

Inntopia (www.inntopia.com)

☐ Upload availability

Rate to upload: Rate 1

User ID: NA

Net Bookings (www.netbookings.com)

☐ Upload availability ☐ Accept online requests

Rate to upload: Rate 1

User Name: NA

Password: NA

RezTracker (reztracker.com) -- not affiliated with RezOvation

☐ Upload availability ☐ Accept online requests

Rate to upload: Rate 1

User Name: NA

Customer Id: NA

Password: NA

**Webervations (www.webervations.com)**

☒ Upload availability ☐ Accept online requests

Rate to upload: Rate 1

User Name: NA

Password: NA

WorldRes (www.worldres.com)

☐ Upload availability ☐ Pass by Unit Type

Id's

Organization Code:

Property Code:

4. Enter the User Name and Password that was assigned by Webervations. In addition, check "Accept online requests" to automatically download and enter reservation requests from Webervations to RezStream Professional.

The screenshot shows the 'Online Availability Configuration' window with the 'Availability Services' tab selected. The 'Webervations (www.webervations.com)' section is highlighted with a red circle. It shows the 'Accept online requests' checkbox checked, and the 'Rate to upload' dropdown set to 'Rate 1'. The 'User Name' is 'MPKHTL1' and the 'Password' is 'STOUTBENSAM1', both also circled in red. Other sections like 'Availability Online', 'EU Bookings', 'InnRes', 'Inntopia', 'Net Bookings', 'RezTracker', and 'WorldRes' are visible but not selected.

5. Select a rate that will be used for Webervations online reservations.

This is a close-up of the 'Webervations (www.webervations.com)' section. The 'Rate to upload' dropdown menu is circled in red, showing 'Rate 1' selected. The 'Accept online requests' checkbox is also checked.

6. Specify the frequency that you would like to upload your availability by clicking the Update Frequency tab.

The screenshot shows the 'Online Availability Configuration' window with the 'Update Frequency' tab selected. The 'Frequency' section has three radio buttons: 'After every change to availability', 'At set interval if changes have occurred', and 'At set interval'. The 'At set interval' option is selected and circled in red. The 'Interval' dropdown is also circled in red, showing '15'. A red text box on the left says 'Availability is uploaded once every 15 minutes.' with an arrow pointing to the 'At set interval' option.

Review other setting options in the Update Frequency tab using the table on page 371.

## WORLDRES

WorldRes provides GDS (Global Distribution Services) for properties of all sizes. Prior to using RezStream Professional to upload your availability to WorldRes, you must first sign a WorldRes contract. Use the contact information listed below.



**Guest Tracker customers that already have a WorldRes account and who have converted their data into RezStream Professional only need to add their WorldRes property codes into RezStream Professional. See the “Configuring RezStream Professional for WorldRes” section for additional information. Please contact WorldRes Support, [support@worldres.com](mailto:support@worldres.com), if you require assistance in obtaining your property codes.**

### CONTACT WORLDRES

WorldRes USA  
999 Baker Way, Suite 290  
San Mateo, CA 94404  
650-372-1700  
[www.worldres.com](http://www.worldres.com)

### CONFIGURING REZSTREAM PROFESSIONAL FOR WORLDRES

Use the following steps for configuring RezStream Professional for WorldRes.

1. Click Tools > Online Availability and check the box in the WorldRes section for "Upload availability."

The screenshot shows the 'Online Availability Configuration' window with tabs for 'Availability Services', 'Update Frequency', and 'Request Cancel Policy'. The 'Availability Services' tab is active, displaying settings for several GDS providers:

- Availability Online (www.availabilityonline.com)**: ☐ Upload availability, ☒ Accept online requests. Rate to upload: Rate 1. User Name: NA, Password: NA, Req: NA.
- EU Bookings (www.eubookings.com)**: ☐ Upload availability, ☐ Accept online requests. Rate to upload: Rate 1. User Name: NA, Password: NA.
- InnRes (www.innres.net)**: ☐ Upload availability, ☐ Accept online requests. Rate to upload: Rate 1. User Name: NA, Password: NA.
- Inntopia (www.inntopia.com)**: ☐ Upload availability. Rate to upload: Rate 1. User ID: NA.
- Net Bookings (www.netbookings.com)**: ☐ Upload availability, ☐ Accept online requests. Rate to upload: Rate 1. User Name: NA, Password: NA.
- RezTracker (reztracker.com) -- not affiliated with RezQvation**: ☐ Upload availability, ☐ Accept online requests. Rate to upload: Rate 1. User Name: NA, Customer Id: NA, Password: NA.
- Webervations (www.webervations.com)**: ☐ Upload availability, ☐ Accept online requests. Rate to upload: Rate 1. User Name: NA, Password: NA.
- WorldRes (www.worldres.com)**: ☒ Upload availability (circled in red), ☐ Pass by Unit Type, ☐ Id's. Organization Code: , Property Code: .

2. Enter your WorldRes Organization Code and Property Code. These codes are provided to you by WorldRes when you sign a contract.

**Online Availability Configuration**

Availability Services | Update Frequency | Request Cancel Policy

**Availability Online (www.availabilityonline.com)**  
☐ Upload availability ☒ Accept online requests  
 Rate to upload: Rate 1  
 User Name: NA  
 Password: NA Req: NA

**EU Bookings (www.eubookings.com)**  
☐ Upload availability ☐ Accept online requests  
 Rate to upload: Rate 1  
 User Name: NA  
 Password: NA

**InnRes (www.innres.net)**  
☐ Upload availability ☐ Accept online requests  
 Rate to upload: Rate 1  
 User Name: NA  
 Password: NA

**Inntopia (www.inntopia.com)**  
☐ Upload availability  
 Rate to upload: Rate 1  
 User ID: NA

**Net Bookings (www.netbookings.com)**  
☐ Upload availability ☐ Accept online requests  
 Rate to upload: Rate 1  
 User Name: NA  
 Password: NA

**RezTracker (reztracker.com) -- not affiliated with RezOvation**  
☐ Upload availability ☐ Accept online requests  
 Rate to upload: Rate 1  
 User Name: NA  
 Customer Id: NA Password: NA

**Webervations (www.webervations.com)**  
☐ Upload availability ☐ Accept online requests  
 Rate to upload: Rate 1  
 User Name: NA  
 Password: NA

**WorldRes (www.worldres.com)**  
☒ Upload availability ☐ Pass by Unit Type ☐ Id's  
 Organization Code: CLFHNG010R  
 Property Code: P090R5565

3. If your property intends to display online availability by unit number instead of unit type, leave the "Pass by Unit Type" field blank. Click the Id's button if you would like to review your room Id's, which will be displayed on WorldRes.

**WorldRes (www.worldres.com)**  
☒ Upload availability ☐ Pass by Unit Type ☒ Id's  
 Organization Code: CLFHNG010R  
 Property Code: P090R5565

**Unit ID Viewer**

Unit Name	Unit Id	Type Id
101	1	1
102	2	2
103	3	3
104	4	4
105	5	5
106	6	6
107	7	7
108	8	8
109	9	9
110	10	10
111	11	11
112	12	12
113	13	13
CLF	14	14
PAC	17	17
HA2	15	15
HA1	16	16
HA	18	18
HB	19	19
HC	20	20
HD	21	21
CHR	22	22
114	23	23
115	24	24
116	25	25

Close



- To display availability on WorldRes by unit type (King, Queen, Suite), enter a checkmark in the Pass by Unit Type field. Unit types are collections of rooms that share the same rate.

WorldRes (www.worldres.com)

☒ Upload availability ☒ Pass by Unit Type Id's

Organization Code: CLFHNG010R

Property Code: P090R5565

After checking "Pass by Unit Type," click the Close button to exit the Online Availability Configuration screen. Next, click Tools > Unit and Rate Setup > Individual Units, select each individual unit, and attach a WorldRes Unit Type Id. For example, all King rooms are assigned the number 1 and all Queen Queen rooms are assigned the number 2. It does not matter what number represents each room type, but rooms within a group must have the same number.

**R Unit Setup**

Unit Groups | Unit Rate Plans | Individual Units | Packages | Taxes, Deposits, Discounts | Options

Number of Active Units: 33 Id's

Pick Unit

Unit Id Name	Sort
101	1
102	2
103	3
104	4
105	5
106	6
107	7
108	8
109	9
110	10
111	11
112	12
113	13
114	14
115	15
116	16
117	17
118	18
119	19
120	20
121	21
122	22
123	23
124	24

Unit ID: 101 Edit Names... Sort...

Long Name: 101 - King

Type Color: Queen Queen

Belongs to: The Cliffhanger Resort

Rate Plan: Queen Queen

Maximum Unit Capacity: 3

Include in occupancy report: ☒

Include in Online Availability: ☒

Booking Engine Bookable Unit: ☒

Online URL (for online availability uploads):

Phone extension:

Housekeeping Assignment: Group #1

Amenities:

- ☒ Non Smoking
- ☒ Ocean View
- ☐ Jacuzzi Tub
- ☐
- ☐
- ☒ Balcony
- ☐ Kitchenette
- ☐ Handicap Accessible

WorldRes Unit Type Id (type only): 1

Standard Description: King non-smoking room with a balcony. Recently renovated in spring, 2005.

Alternative Description: Only used if unit has alternate configuration (this unit plus another etc.)

Close

Select each unit and assign a WorldRes Unit Type Id. For example, all units with a King bed are assigned to number 1.

## INTERNET RESERVATIONS TROUBLESHOOTING TIPS

- You must sign up for an online availability account with each company individually for which you will be displaying availability.
- Unit Id names and sort orders must match exactly for each availability company. If you use more than one company, make sure that you set up each account with units displayed in the same order and with the same names. To change your unit Ids and sort order, please see the **Individual Units** section.
- You must be connected to the Internet to upload or download availability.

- Unit Id names and sort orders must match and be accurate for your availability to be uploaded. Make sure your user name and password are entered correctly into RezStream Professional.
- If you choose "Manual" as an upload method, you must go to File > Online Availability Update > and left-click on the company name that you have an account with. If you are not connected to the Internet, your availability will not be uploaded.
- If you are not sure if your availability has been sent accurately, view your property's availability on your web site.
- Your availability may not show up on your web site for several minutes after you upload your data. Each online company varies in how often they update your site after you upload your data. This time can be as much as 15-20 minutes.

## CREDIT CARD PROCESSING

Processing credit cards in RezStream Professional is an in-depth topic that has an entire manual dedicated to it. The RezStream Professional Credit Card Processing Manual can be downloaded from the RezStream website using the following link.

<http://www.rezstream.com/support/documentation/rezstream-professional/>

This section provides an overview of credit card processing, including the following topics.

- Credit Card Processing Terms
- Recording and Processing Transactions
- Processing Transactions to Receive the Best Rate
- Credit Card Processing Contacts

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## CREDIT CARD PROCESSING TERMS

The terminal, gateway, and processor work together in order to capture and process credit card information.

The terminal is the device that is used to capture the credit card information and the amount of the charge. For our purposes, RezStream Professional is considered the terminal. The terminal passes the credit card information to the gateway.

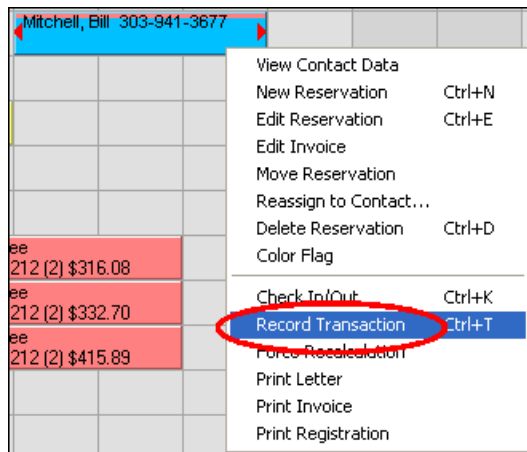
The gateway is responsible for obtaining an authorization code and then passing the authorized transactions to the processor for payment. The gateway "batches" the transactions at the end of the day, which sends the transactions to the processor. All users have the ability to log in to the gateway via a web site ([www.onlinemerchantcenter.com](http://www.onlinemerchantcenter.com)) to see all transactions that were authorized, as well as batched.

The processor is responsible for receiving and processing the "batches." The processor then transfers the payment to your bank account.

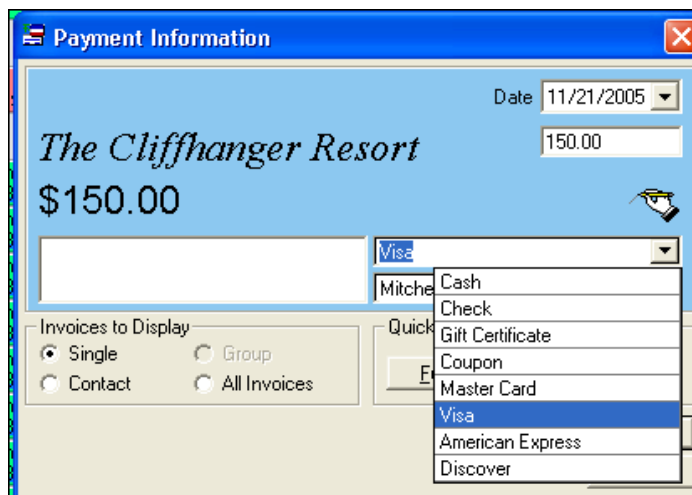
## RECORDING AND PROCESSING TRANSACTIONS

Use the following steps for recording and processing credit card transactions.

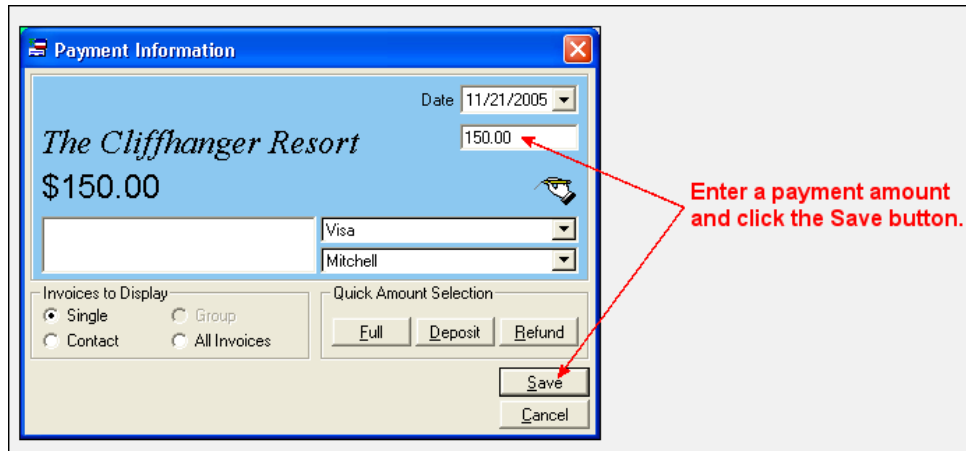
1. From the Daily screen, highlight the reservation, right-click and select Record Transaction.



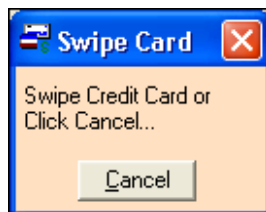
2. Choose a credit card type from the drop-down field.



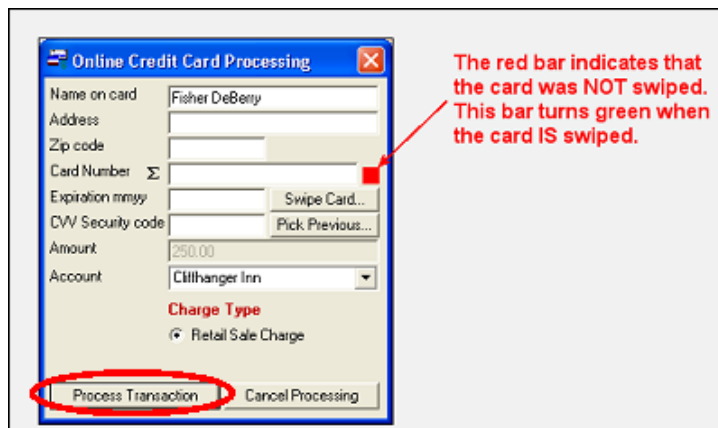
3. Enter the payment amount and click the Save button. The Quick Amount Selection buttons can be used to record a full payment, a deposit that is based on system defaults, or any other amount entered into the payment field.



4. The Online Credit Card Processing window is displayed. A pop-up window is also displayed prompting you to "Swipe Credit Card or Click Cancel."



For the lowest possible processing rate (the "Card Present" rate), swipe the credit card. If the credit card is not present, click the Cancel button and enter the card information manually.



5. Click the Process Transaction button to receive an approval code.
6. To "post" the charges (and receive the lowest possible processing rate), check out the guest on the date of departure and record a second payment. At this point, there will be an option to "post" the charges.

## PROCESSING TRANSACTIONS TO RECEIVE THE BEST RATE

There are different requirements based on whether you are swiping the card ("card present") or keying the card ("card NOT present").

1. Swipe cards whenever possible from the Online Credit Card Processing window. Note that if you swipe a card from the Contact Data screen, then only the card number and its expiration date are stored. Typically this option is only used if you want to hold a credit card number for the guest at check in without processing any charges.
2. When keying in credit card numbers, ask for the billing address on the card. Note that this may be different than the customer's home address, especially in the case of corporate cards.
3. When keying in credit card numbers, it is recommended that you request a CVV or security code. This may or may not affect your credit card processing rates, but can be helpful if a guest contests a charge. Contact your third-party processor for more details.
4. Make sure that your third-party gateway is configured properly. For example, you should have "Address Verification" set to "active" or "on". While you do not have to require an Address Verification match, some properties do choose this option to make sure that they are getting the best rates possible. However, this may cause cards to show as "declined" even when the card is otherwise considered "good."

## CREDIT CARD PROCESSING CONTACTS

Contact First National Processing at 708-492-1030. Before calling, you should have your merchant number available. This number is printed on your monthly statement. For questions specific to the Merchant Partners gateway or virtual terminal, visit their website..

## KEYBOARD SHORTCUTS

The following keyboard shortcuts can make it easier to navigate the RezStream Professional property management system.

KEYBOARD SHORTCUT	DESCRIPTION
M	Monthly calendar view on the Daily screen
2	Two week calendar view on the Daily screen
W	Weekly calendar view on the Daily screen
F2	Shortcut to the Daily screen
F3	Shortcut to the Hourly screen
F5	Contact Data screen
F7	Reports screen
F8	Back the default number of days (one week, two weeks, or one month) on the Daily screen
F9	Forward the default number of days (one week, two weeks, or one month) on the Daily screen
F10	Up one page of units on the Daily screen
F11	Down one page of units on the Daily screen
<CONTROL> + <F>	Select Names screen
<CONTROL> + <S>	User Sign On screen (switch user)
<CONTROL> + <V>	From the Contact Data screen, view last day guest can cancel without fee
<CONTROL> + <Z>	Search by Confirmation Number (all screens except Reports)

## REZSTREAM CONTACT INFORMATION

For additional information on any of the topics contained in this RezStream Professional User's Manual, please contact:

RezStream Help Desk  
303-872-0220

Please contact RezStream Sales at 866-360-8210 for information on RezStream add-on modules, including:

- RezStream Booking Engine
- Credit Card Processing
- Property Management
- Global Distribution System

Normal business hours are 8AM to 5PM, Monday through Friday, MST.

After hours support is available for an additional fee.

Please note RezStream's contact information:

RezStream, Inc.  
2601 Blake Street, Suite 10  
Denver, Colorado 80205  
Sales: 800-799-9735  
Support: 800-799-9735  
Fax: 800-799-9735  
[www.rezstream.com](http://www.rezstream.com)  
[sales@rezstream.com](mailto:sales@rezstream.com)  
[support@rezstream.com](mailto:support@rezstream.com)

## REZSTREAM ADDITIONAL REFERENCES

Documents available for download on the documentation download page.

### **RezStream Professional:**

<http://www.rezstream.com/support/documentation/rezstream-professional/>

- RezStream Professional Front Desk Guide
- RezStream Property Management Module User's Guide
- RezStream Professional Credit Card Processing Manual

### **RezStream Booking Engine:**

<http://www.rezstream.com/support/documentation/rezstream-booking-engine/>

- RezStream Booking Engine User's Guide
- RezStream Booking Engine Quick Start Guide
- RezStream Professional Booking Engine User's Guide
- RezStream Booking Engine Payment Gateway Configuration

RezStream also offers training demos on a variety of topics accessed from the following web page.

<http://www.rezstream.com/support/demos-and-training-videos/>